



## Registering for Verified by Visa while shopping online

If you don't pre-register for Verified by Visa, you may be prompted by an online retailer to do so before you can finalise an online purchase. The information below has been prepared to help you understand the Verified by Visa registration process if you are shopping online. If you have any additional questions, please call the Rural Bank Customer Service Team on 1300 660 115.

<b>Why did I get a screen when I haven't signed up for anything?</b>	Verified by Visa is a new service from Visa and Rural Bank that provides added security when you shop online and helps protect against unauthorised use of your enrolled card. Rural Bank is making it easier for you to register for this added protection by offering you the opportunity to sign up while you're already online.
<b>Who is asking me for this information?</b>	A screen requesting that you enter account information to verify your identity comes directly from Rural Bank. The entire Verified by Visa communication is between you and Rural Bank, via a secure channel, and the merchant cannot see any of your information.
<b>Is it safe to enter this information? Won't the merchant see my information?</b>	The communication between you and Rural Bank is not visible to the merchant and none of your account information, including your password, is ever shared with the merchant.
<b>Will I have to keep entering all of my information each time I make an online purchase?</b>	No. Once you have registered for Verified by Visa the only information you will need to provide to complete your online purchase at a participating merchant is your password itself.
<b>What if I forget my Password?</b>	If you forget your password you should return to the Rural Bank card security page and click on the Verified by Visa registration link. You'll then be able to re-register and create a new password. If you have any difficulty, you should contact the Rural Bank Customer Service Team on 1300 660 115.