

# Visa Travelers Cheques Acceptance Guidelines **VISA**

Follow 3 simple steps when accepting Visa Travelers Cheques and help protect your business.

## STEP 1 Examine

Look at the cheque and examine the security features:

**Paper** – does it feel like currency?

**Watermark** – is this visible on the front side of the cheque only when the cheque is lifted to the light?

**Raised texture** – does the blue border of the cheque feel raised?

**Holographic thread** – does the vertical silver, metallic strip with the word 'secure' shine and change colour when the cheque is moved?

## STEP 2 Watch

Ensure the presenter countersigns each cheque in the lower left signature space.

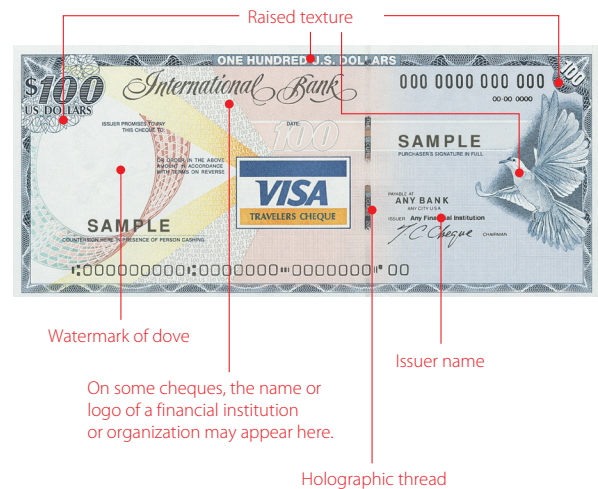
## STEP 3 Compare

Compare the countersignature with the original signature in the upper right. If the signatures do not match, or the cheque is already countersigned, ask the presenter to countersign the cheque again on the reverse side. As a prudent measure, please ask the customer to show photo identification and take a photocopy or record the details on one of the cheques.

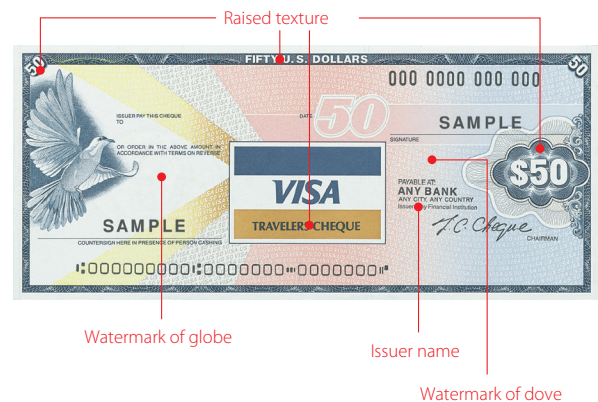
*For dual signature travelers cheques the countersignature must match one of the two original signatures in the upper right.*

*Ensure the amount presented is consistent with your normal business transactions.*

### CURRENT DESIGN



### OLD DESIGN



## STILL NEED ASSISTANCE?

If you have any doubts about the cheque or the presenter follow 2 simple steps:

**Step 1: Verify** the name of the issuing institution, to the right of the Visa logo

**Step 2: Contact** the issuing institution for assistance on one of the following numbers:

**For Bank of America:** call US 1-214-209-0519 or e-mail [travchqdept@bankofamerica.com](mailto:travchqdept@bankofamerica.com)

**For Citicorp:** call toll-free 1-800-645-6556 or e-mail [citicorp.travellers.cheques@citi.com](mailto:citicorp.travellers.cheques@citi.com)

**For Interpayment Services Ltd or Banco do Brasil or Chase Manhattan:** call UK +44-1733-279865 or e-mail [tcassistance@travelex.com](mailto:tcassistance@travelex.com)

**For Sumitomo:** call toll-free +800-08006666 or e-mail [travelerscheques@ea.smbc.co.jp](mailto:travelerscheques@ea.smbc.co.jp)

**For all other institutions:** call toll-free 0800-227-6811 to obtain their contact details.

For general enquiries about Visa Travelers Cheques contact [vtc@visa.com](mailto:vtc@visa.com)