

## Mastercard Formal Approval Services

### Information Request

for

### Card Personalization Validation

#### Card Personalization Validation (CPV) Service Description

CPV is Mastercard's formal approval process to ensure that every technical chip card product offers a sufficient level of service, acceptance, interoperability, performance, and security to cardholders and acceptance locations. CPV verifies the chip card approval status from the functional, security, and quality perspectives and ensures that the card product is compliant with the chip-related Mastercard payment product requirements and best practices.

CTC advanced as accredited Mastercard Service Provider offers the full range of CPV services (except EMVCo Common Payment Application (CPA) based products) as described in the 'Card Personalization Validation Guide' published on Mastercard Connect™.

This includes:

- XML image validation and sample validation according to the "Sample Submission" process
- "Change Notification Submission" process for personalization changes
- Optional services like SSF validation

The CTC advanced portfolio covers the whole range of M/Chip technologies including M/Chip 4, PayPass M/Chip 4, PayPass Mag Stripe, M/Chip Advance, US Maestro and mobile products (Mobile PayPass M/Chip 4, M/Chip Mobile).

*Note: HCE and MCBP are not covered in the CPV process*

## 1. INFORMATION REQUEST FORM

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**Germany**

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**Phone:** **+49 681 598 0**  
**Fax:** **+49 681 598 8175**

### CUSTOMER

**Company**

**Address**

**ZIP Code / City**

**Country**

**Contact person**

**Email**

**Phone**

**Fax**

**VAT-ID-No.\***

**MasterCard Billing ICA**

\*according to the European law invoices issued after 2010-01-01 must contain both the VAT-ID-No. of the supplier as well of the recipient.

## 2. REQUEST

T1-T5	Sample Validation	Unit	Quantity
<b>T1</b>	<b>Project Setup</b>		
T1.1	Sample validation project setup fee	Per validation	
<b>T2</b>	<b>M/Chip 4 or PayPass M/Chip 4 – Non-Standard Profile <sup>(1)</sup></b>		
T2.1	Sample validation - 1 <sup>st</sup> iteration	Per profile <sup>(1)</sup>	
T2.2	Additional card image validation	Per iteration <sup>(2)</sup>	
T2.3	Additional iteration	Per iteration <sup>(2)</sup>	
T2.4	Additional SSF validation	Per profile <sup>(1)</sup>	
<b>T3</b>	<b>M/Chip 4 or PayPass M/Chip 4 – Standard Profile <sup>(1)</sup></b>		
T3.1	Sample validation - 1 <sup>st</sup> iteration	Per profile <sup>(1)</sup>	
T3.2	Additional card image validation	Per iteration <sup>(2)</sup>	
T3.3	Additional iteration	Per iteration <sup>(2)</sup>	
<b>T4</b>	<b>M/Chip Advance (with or without Data Storage)</b>		
T4.1	Sample validation - 1 <sup>st</sup> iteration	Per profile <sup>(1)</sup>	
T4.2	Additional image validation	Per iteration <sup>(2)</sup>	
T4.3	Additional iteration	Per iteration <sup>(2)</sup>	
<b>T5</b>	<b>Mobile PayPass M/Chip 4 or Mastercard M/Chip Mobile</b>		
T5.1	Sample Validation - 1 <sup>st</sup> iteration	Per profile <sup>(3)</sup>	
T5.2	Additional image validation	Per iteration <sup>(2)</sup>	
T5.3	Additional iteration	Per iteration <sup>(2)</sup>	
<b>T6</b>	<b>Change Notification Submission</b>	<b>Unit</b>	<b>Quantity</b>
T6.1	CNS assessment	Per validation	
<b>T7</b>	<b>Complementary Services</b>	<b>Unit</b>	<b>Quantity</b>
T7.1	High priority service	Per iteration <sup>(2)</sup>	
T7.2	CPV consulting	Hourly rate	

<sup>(1)</sup> For card products, a profile is one Mastercard application on one particular interface. As an example: a dual-interface card with a Mastercard Credit application and CAP requires validation of 3 profiles – MC Credit on contact, MC Credit on contactless and CAP on contact.

<sup>(2)</sup> An iteration is a review-cycle that typically starts with the reception of an SSF and ends with the submission of a positive CPV report (signed by Mastercard). If at least one CPV report is issued with a negative result, more iterations are required until the CPV process is completed successfully.

<sup>(3)</sup> The mobile validation profile includes management mode and payment mode for 1 mobile application

### 3. Service Realization

Please send the completed form (sections 1 and 2) and return it

- either to the fax number +49 (0) 681 598 8175
- or to the email address [cpv@CTCadvanced.com](mailto:cpv@CTCadvanced.com).

Upon receiving your service request CTC advanced will send you an offer containing the name of your project manager and the CTC advanced project number of your request. The service contract between our companies only gets valid by confirming the order through CTC advanced.

To guarantee service completion in due time we need to receive the correct and complete input files and documents. If we do not have them available in time, we cannot start the analysis.

### 4. Service Requirements

To be able to offer a fast and cost-effective service, customers shall provide the following input to our labs:

For sample validation:

- Sample Submission Form or M/Chip Advance Profile Generator or Mobile PayPass Personalization Template, depending on the product (**note 1, 2**)
- Optionally, if card image validation is desired, XML image(s) of your card samples or devices
- For Mobile PayPass products: additional XML files created with CIET for payment and management mode (**note 1**).
- Minimum 1 physical card sample (ID1 card, UICC, etc.) or device (e.g. mobile with eSE). If card image validation is desired, physical devices may be delivered in a second step.

For Change Notification Submission:

- CPV Change Notification Form (**note 1**)
- Letter of Equivalence, if appropriate (change to chip card)

**1: Please assure to always use and provide the latest templates published on Mastercard Connect™.**

**2: MCA Profile Generator or Mobile PayPass Personalization Template must be pre-agreed with Mastercard.**

## 5. Service Levels

Mastercard imposes service levels on their service providers to achieve a high quality CPV service with minimum delay for customer projects. These are in detail:

Process	Service Level		
	Standard Profile	Non-Standard Profile	High-Priority Service
CPV Process Initiation	< 2 days	2 days	1 day
SSF Form Validation	< 5 days	5 days	4 days
Card Image Validation	< 5 days	5 days	4 days
Card Sample Validation when card image validation was done before	< 2 days	2 days	1 day
Card Sample Validation when no card image validation was done before	< 7 days	7 days	5 days
CNS validation	< 2 days	2 days	1 day

CTC advanced reserves the right to change service levels in unforeseeable cases. At the occurrence of any case needing CTC advanced to consult Mastercard the time calculation will be ceased and restarted upon the respective clarification.

## 6. General Terms and Conditions

The current version of our General Terms and Conditions is available at

<http://ctcadvanced.com/wp-content/uploads/sites/2/2017/05/agbs-ctc-advanced-en-v.1.0-nov-2016.pdf>