

Advice for disabled drivers from the petrol industry and the Chip and PIN Programme

On 10 October the Chip and PIN Programme announced that after 14 February 2006 cardholders must use their PIN if they want to be sure of being able to pay with their chip and PIN cards. This does not affect anyone whose card has yet to be upgraded or customers who have been issued with a chip and signature card. They will always continue to sign.

However, disabled chip and PIN cardholders who are unable to leave their car on a petrol forecourt may be able to sign at petrol retailers who have special procedures in place. As after 14 February 2006, signatures will no longer automatically be accepted on chip and PIN cards, you are advised to check with the petrol station you use to confirm their individual arrangements.

What if my bank has already provided me with a chip and signature card. Does this affect the way I pay at a petrol forecourt?

If you already have a chip and signature card there will be no change to the way you currently pay. The petrol retailer (and all other retailers) will continue to ask for signature. You do not need to do anything.

The chip and signature card will work just as your old style signature cards have worked in the past. You will arrive at a petrol station. The attendant will take your card once they have filled your car up with fuel; they will go to the shop to process the payment and return with a slip for you to sign.

I have a chip and PIN card and I use PIN but I have been told by a petrol retailer that I need a chip and signature card to ensure that I can pay for my petrol?

This advice is not totally accurate. Many petrol retailers have put procedures in place to bypass the need to enter your PIN number to enable their disabled customers with chip and PIN cards to continue to use their cards. In these outlets you will not need another card.

However, as these arrangements are not universal, you should check with the petrol station you use to confirm their individual arrangements.

If you are a disabled driver and have experienced difficulty in purchasing your petrol with your chip and PIN card please visit www.chipandpin.co.uk and use the online form to alert us. We will then follow up with the petrol retailer concerned.

Using your chip and PIN card at some petrol forecourts that have special procedures in place.

1. You should arrive at the petrol station and indicate to the member of staff that you require assistance as you do today
2. The member of staff will then come out and fill up your car with the required amount of fuel.

The member of staff will then ask for your chip and PIN credit or debit card and will return to the shop with your card to process the transaction and return with the card and paper slip for you to sign. Once the member of staff has carried out the normal security checks to ensure that the card is genuine they will hand the card back to you

3. If you have any issues using either your PIN or signature at a petrol station please visit www.chipandpin.co.uk and use the online form to alert us of any experiences you have.
4. Under no circumstances should you ever tell the petrol retailer your PIN.

Where to find out more

If you would like further information about the types of card that are available to you because you are unable to use PIN, you should contact your bank directly who will be able to provide you with an alternative.

You can find your bank or card company's number on the back of your card or on your recent statement.