

PRESS RELEASE

For release: 16 December 2004

Eight in ten retailers ready for the new way to pay *- Marks & Spencer completes upgrade across 380 stores – - 30 successful chip and PIN transactions per second -*

The Chip and PIN programme today (16 December 2004) releases the latest figures on the rollout of chip and PIN cards and tills and shows that one of Britain's largest retailers, Marks & Spencer, has successfully completed its upgrade to chip and PIN. Eighty five per cent of UK retailers are now ready for the new, more secure way to pay.

By the end of November, 32.3 million cardholders - more than three quarters - had at least one new chip and PIN debit or credit card in their wallets. In total, 76.8 million chip and PIN cards have been issued by UK banks, building societies and other card issuers. At the same time, more than 540,000 tills in the UK have switched over to chip and PIN.

One of the UK's largest retailers, Marks & Spencer has also announced that it has completed its store rollout of chip and PIN.

Sandra Quinn, UK spokesperson for chip and PIN, says:

“We are delighted that one of the biggest names on the high street has successfully moved to chip and PIN and is now taking thousands of chip and PIN transactions in stores every day. There are currently 30 chip and PIN transactions every second in the UK. So cardholders out doing their Christmas shopping will find more and more of their purchases are verified using chip and PIN. “



Sue Sadler, company spokesperson, Marks & Spencer says

“At Marks & Spencer we’re delighted to have completed our store rollout to chip and PIN, and that we’re able to provide a more secure way to pay by card for our customers. “

Full details of rollout figures, including December 2004 targets, can be found on the latest 'chip and PIN barometer' which can be downloaded at

www.chipandpin.co.uk/reflib/november_2004_barometer.pdf

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Notes to editors:

- Banks, building societies, retailers, card schemes and card issuers have joined forces to combat the problem of credit and debit card fraud through the UK Chip and PIN Programme.
- The Chip and PIN Programme will see smart chips on credit and debit cards, coupled with this the use of a secret four-digit PIN (personal identification number) to verify the transaction rather than signing a receipt.
- This simple new system is part of a global initiative to cut fraud. Many other countries in Europe and around the world are planning to implement the chip and PIN system, which is built to an international standard.
- The consumer will continue to be protected from card fraud losses by the commitment in The Banking Code. Nothing changes for the consumer. Just as now, cardholders do need to be responsible in protecting their cards and keep their PIN a secret.
- Other types of card fraud, such as identity fraud and card-not-present fraud, are being tackled by retailers and banks through a number of initiatives. These include verifying the cardholder's address and cross-checking a card security code to combat fraudulent transactions made over the phone and internet; production of training manuals; multi-sector working groups to address practical solutions and research into hand-held PIN readers that could be used in the future for card-not-present payments.
- The Chip and PIN Programme continues to consult with the Disability Rights Commission and other groups to consider the needs of disabled cardholders.
- UK plastic card fraud facts and figures can be downloaded from www.cardwatch.org.uk



www.chipandpin.co.uk