



## FAQs

1. *Who do I approach for PCI DSS compliance?*

We suggest that you contact your acquirer.

2. *What if my acquirer did not ask for any documentation?*

Even if your acquirer did not request for any compliance evidence, this is the responsibility of each legal entity processing credit card transactions to be PCI DSS compliant.

3. *What if I do not have an acquirer?*

We suggest that you contact the credit card branch that you are working with.

4. *How do I contact the payment card brands?*

You can see below the contact details for the card payment brand:

- [American Express](#)
- [Discover](#)
- [JCB International](#)
- [MasterCard](#)
- [Visa Inc](#)

5. *Why are there multiple PCI DSS Self-assessment Questionnaires (SAQs)?*

Every self- assessment questionnaire applies to a specific environment, hence, it is substantial for all merchants and service providers to choose the right SAQ, when they are going through the self-assessment process. In a lot of cases, companies will realize



that they are not meeting all the necessary criteria for the SAQ they want to fill in, and as a result they find themselves encumbered with a number PCI DSS requirements they find hard to process. This shows that it is important to determine which SAQ best fits the profile of your company.

6. *Are compliance certificates recognized for PCI DSS validation?*

The answer to this question is no. Any sort of documentation which is not under the authority and validation of PCI DSS, will not be accepted for indicating the company's compliance with PCI DSS.

7. *What do I need to provide to IATA to show my agency compliance for PSI DSS?*

Depending on the number of card transactions handled by the Agents between their own card sales and the BSP card sales, the documents you will have to provide to IATA will vary. Please refer to section: **PCI DSS Compliance Procedure**

8. *What is an attestation of compliance?*

An Attestation of Compliance (AOC) is a certification which shows that you are under the eligibility to perform the Self-Assessment questionnaire. The PSI DSS SAQ itself, is included in AOC and composed of two parts: a number of questions which correspond to PSI DSS requirements and the second one is the Attestation of Compliance. The latter has to be completed as a declaration of the results of the service provider's assessment with the Payment Card Industry Data Security Standard Requirements and Security Assessment Procedures (PSI DSS).

9. *As a travel professional issuing and selling airline tickets, am I considered a merchant?*

All the airline transactions processed through a GDS (Global Distribution System) and IATA BSP, the airline itself is considered as the merchant, not the travel agent.



10. *Where can I find more information related to PCI?*

<https://www.pcisecuritystandards.org>

[https://www.pcisecuritystandards.org/security\\_standards/pci\\_dss.shtml](https://www.pcisecuritystandards.org/security_standards/pci_dss.shtml)