Fact Sheet

With MasterCard® PayPass™, just Tap & Go!® No waiting, no signing.

MasterCard PayPass is a new, contactless way to pay. It’s like having the exact change wherever you go.
A simple tap of your card is all it takes to pay. It’s ideal when speed is essential like at stadiums, petrol stations, fast-food restaurants, newsagents, cafes and convenience stores.

How do I know if my MasterCard has PayPass?
Your card will clearly display ‘PayPass’ on the back of your card in the bottom right hand corner.

PayPass is faster because for transactions under $100 you won’t need to sign or enter your PIN.
MasterCard PayPass is specifically aimed at replacing cash for low-value purchases. To make sure PayPass transactions are as simple and convenient as cash, for transactions below $100, you don't need to select ‘credit’, ‘savings’ or ‘cheque’ buttons and a signature or PIN is not needed. Your transaction is automatically processed, with the purchase amount taken from your credit account.
For purchases of more than $100, you’ll be asked to sign or enter your PIN just as you would for any other MasterCard transaction.

MasterCard PayPass is at least as secure as other MasterCard cards.
Because your PayPass card never leaves your hand when you make a payment it means you are in absolute control.

With PayPass, there are no accidental payments - your card must be tapped against the reader at the checkout to work. Your transaction is confirmed by the illumination of four green indicator lights and a display message confirming that your transaction has been successful.
You also don’t need to worry about being billed twice. Even if you tap more than once at the checkout, you’ll only get billed once for the purchase.
In addition, MasterCard’s Zero Liability protection means cardholders are covered from the costs of unauthorised transactions.

Tapping a PayPass card adds no risk compared to swiping it.
It just makes the transaction easier, faster and more reliable. Many of the merchants that accept PayPass already accept cards without a signature, so PayPass adds no risk.

MasterCard PayPass uses the same intelligent systems that look for stolen card activity on normal magnetic stripe or chip cards to identify possible fraud on your PayPass card. This helps prevent fraud if the systems believe your card has been stolen. And with MasterCard’s Zero Liability protection, it means cardholders are covered from the costs of unauthorised transactions as long as they do everything they can to protect themselves from fraud.
To make PayPass transactions fast, you don't need to wait for a receipt.

Just like cash transactions, a receipt is optional for PayPass purchases under $100 but your retailer will be able to provide one if requested. If you do not require a receipt, please advise the retailer. For purchases over $100 a signature or PIN is required and a receipt will be provided.

How do I get cash out?

You're not able to get cash out by just waving your card. If you have transaction accounts linked to your card and the merchant allows the 'cash out' option, you can get cash out by pressing either the ‘credit’, ‘cheque’ or ‘savings’ button, swiping or inserting your card into the terminal and entering your PIN.

You can't be incorrectly charged for purchases when carrying a PayPass card.

MasterCard designed PayPass to be a safe and secure payment method that provides for greater speed and convenience at the checkout, while still protecting cardholders from unauthorised charges. The PayPass card must be tapped against the PayPass terminal to be read which minimises any risk of an ‘accidental’ transaction.

You can use your card at retailers that do not have MasterCard PayPass terminals.

The card's chip and magnetic stripe also allows the card to be used in the same way a traditional MasterCard is used wherever MasterCard is accepted (using a signature or PIN).

If your PayPass card is stolen you are covered by MasterCard’s Zero Liability protection.

MasterCard’s Zero Liability protection means cardholders are covered from the costs of unauthorised transactions as long as they do everything they can to protect themselves from fraud. For example, in the event of loss or theft of any MasterCard payment product, consumers should report it immediately to Citibank. This notification will prevent future authorisation of transactions made against that MasterCard account. This applies to all MasterCard payment programs, whether they are enhanced with PayPass or not.

Merchants in Australia are already accepting MasterCard PayPass transactions.

More than 42,000 merchant terminal locations in Australia are already accepting PayPass including 7-Eleven, JB Hi-Fi, Bunnings, Caltex, McDonald’s, Event Cinemas, Boost Juice, Dymocks Bookshops, IGA Supermarkets, Sumo Salad, NewsLink, Cabcharge, Terry White Chemists as well as stadiums including the MCG and Etihad. Many more have announced they intend to install PayPass terminals in the near future.

How can I get a MasterCard PayPass card?

Simply call 13 24 84.

If you are a current credit cardholder, we will issue you with a new credit card with MasterCard PayPass when your current card is due to expire or as a replacement if it is reported as lost or stolen.