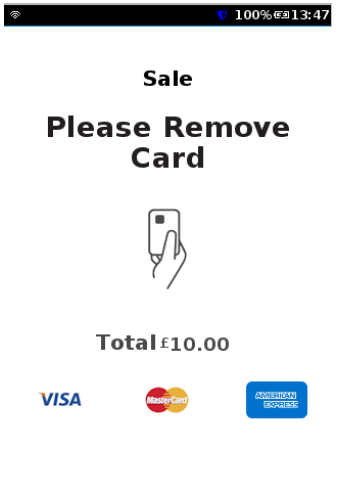
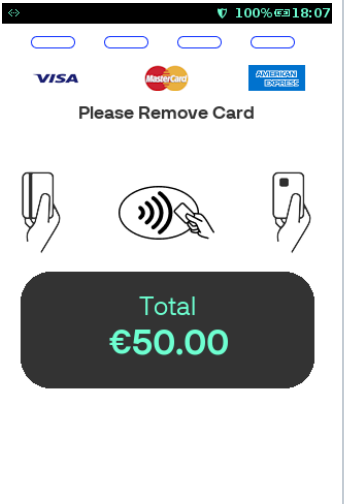
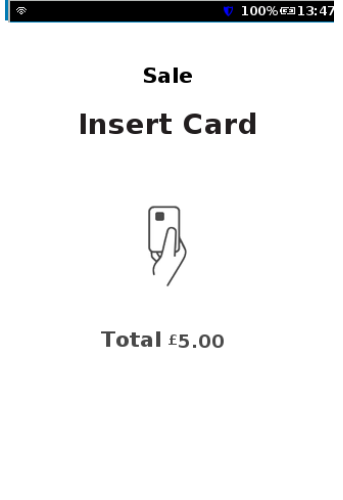
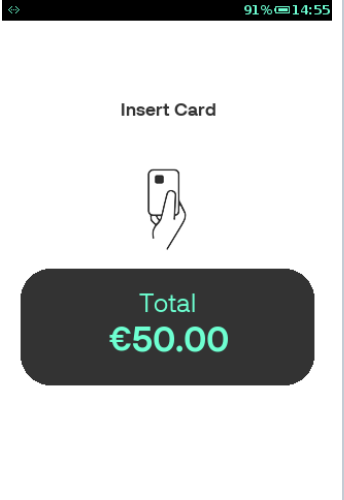
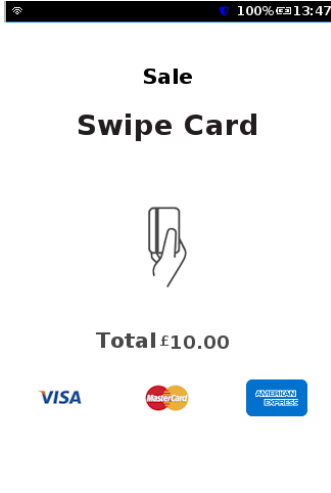
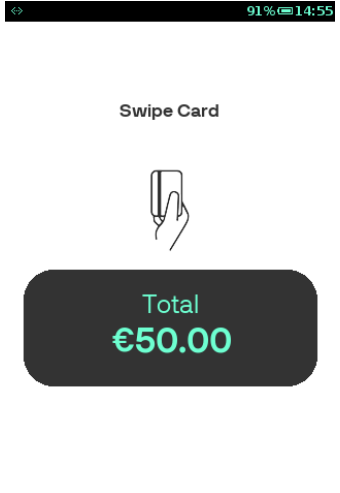


## Re-insert Card

The “Chip Error” screen is displayed when a faulty EMV-capable card is inserted. This prompts the cardholder to retry inserting the card.

| Step | Instruction  | Screen Information  | Rebranded Screen Information  |
|------|--|---|---|
| 1    | In the event of a Chip failure, the customer is instructed by the terminal to remove the card. |  <p>Sale<br/>Please Remove Card</p> <p>Total £10.00</p> |  <p>Please Remove Card</p> <p>Total €50.00</p> |
| 2    | Insert the card once again.  |  <p>Sale<br/>Insert Card</p> <p>Total £5.00</p>        |  <p>Insert Card</p> <p>Total €50.00</p>       |

| Step | Instruction   | Screen Information   | Rebranded Screen Information  |
|------|---|--|---|
| 3    | <p>After 2 failed attempts, the Customer is instructed by the terminal to swipe the card through the magstripe reader (only when the fallback option is enabled).</p> |  |  |