
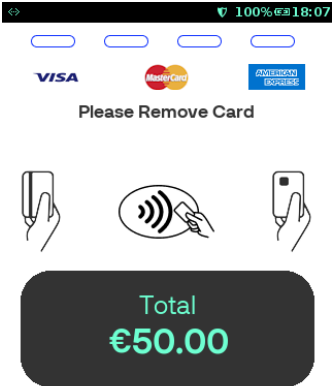
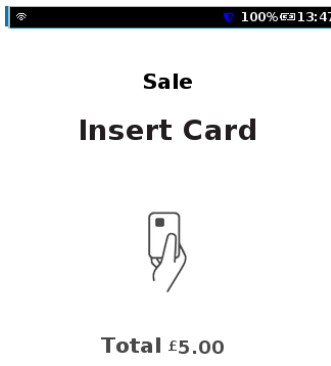
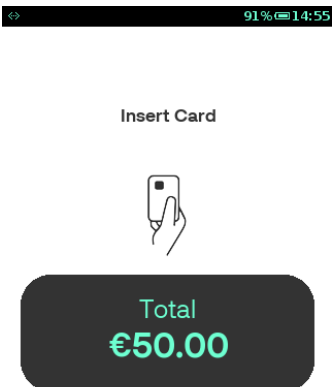


Re-insert Card

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.		
2	Insert the card once again.		

Step	Instruction	Screen Information	Rebranded Screen Information
3	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).	