



Payment Card Industry Data Security Standard Merchant Guide

WELCOME

Card acceptance by merchants is one of the most common ways of receiving payments for goods and services. These include credit and debit card transactions at Point-of-Sale terminals or online payment via websites and other e-commerce portals. Republic Bank aims to protect your business from a cardholder data breach, suspension of your ability to accept credit cards and potential fees. That's why we recommend you enrol for **Payment Card Industry Data Security Standard (PCI DSS)** certification.

To guide you through the process, **Republic Bank** has partnered with **SecurityMetrics**.

SecurityMetrics is an international company with 25 years of experience in providing all the technical support you will need to become PCI DSS certified. With their help, we have created this guide to assist you through the most basic PCI DSS certification there is. Some of you, due to the size of your business may require more assistance in getting your certificate. This is where we urge you to contact SecurityMetrics and one of their trained operators will be available to guide you through the process.

Let's get started!

For more info feel free to contact SecurityMetrics via:

Website: www.securitymetrics.com/pcidss/republictt

24hr hotline: 868-224-5839

Email: enroll@securitymetrics.com

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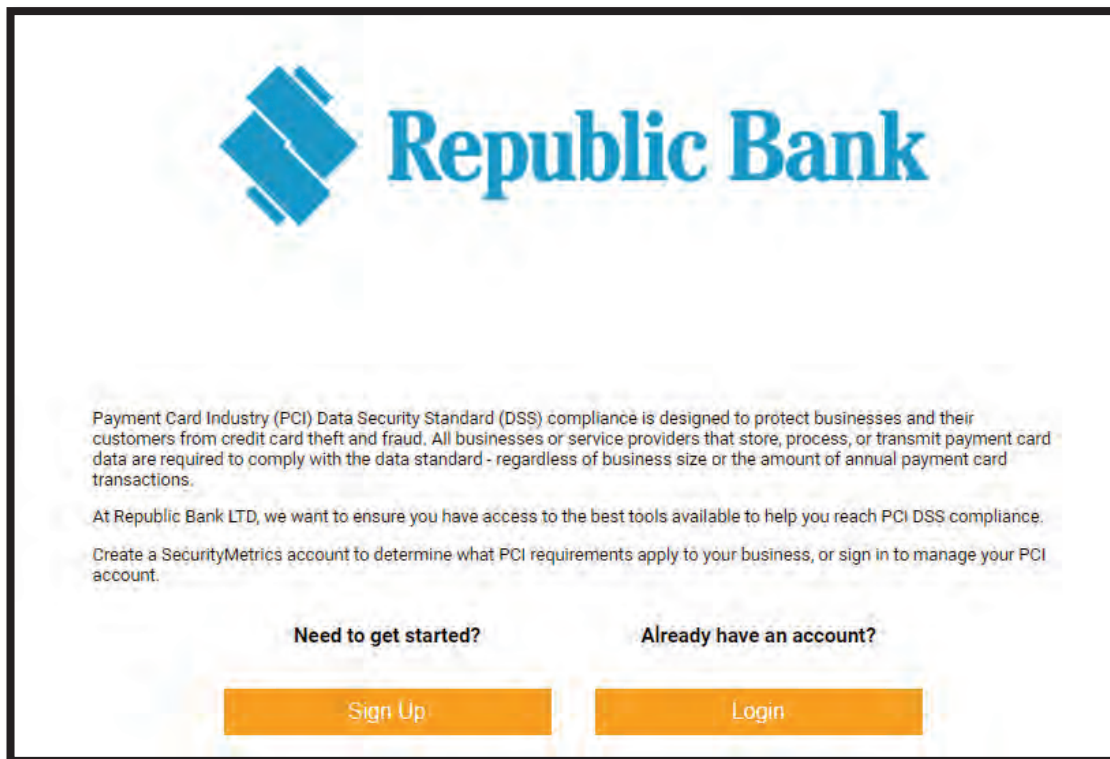
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1.0 Entering SecurityMetrics Portal

As a *first-time* user you must create an account by selecting the “Sign Up” button.

Click the link provided www.securitymetrics.com/pcidss/republictt and enter the PCI DSS/Republic Bank Portal.

If you have already signed-up and created your account, select “Login” to proceed to the next steps.

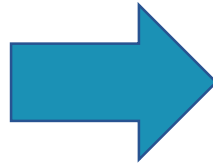


1.1 Creating An Account

Creating an account is *easy!*

Begin the process by completing these three steps:

1. Fill out the short form with your personal and company details



2. Create and confirm your password

3. Click the “Create Account” action button.

securityMETRICS®

Create Account

Company Name

First Name

Last Name

Email (this will be your username)

Password

Confirm Password

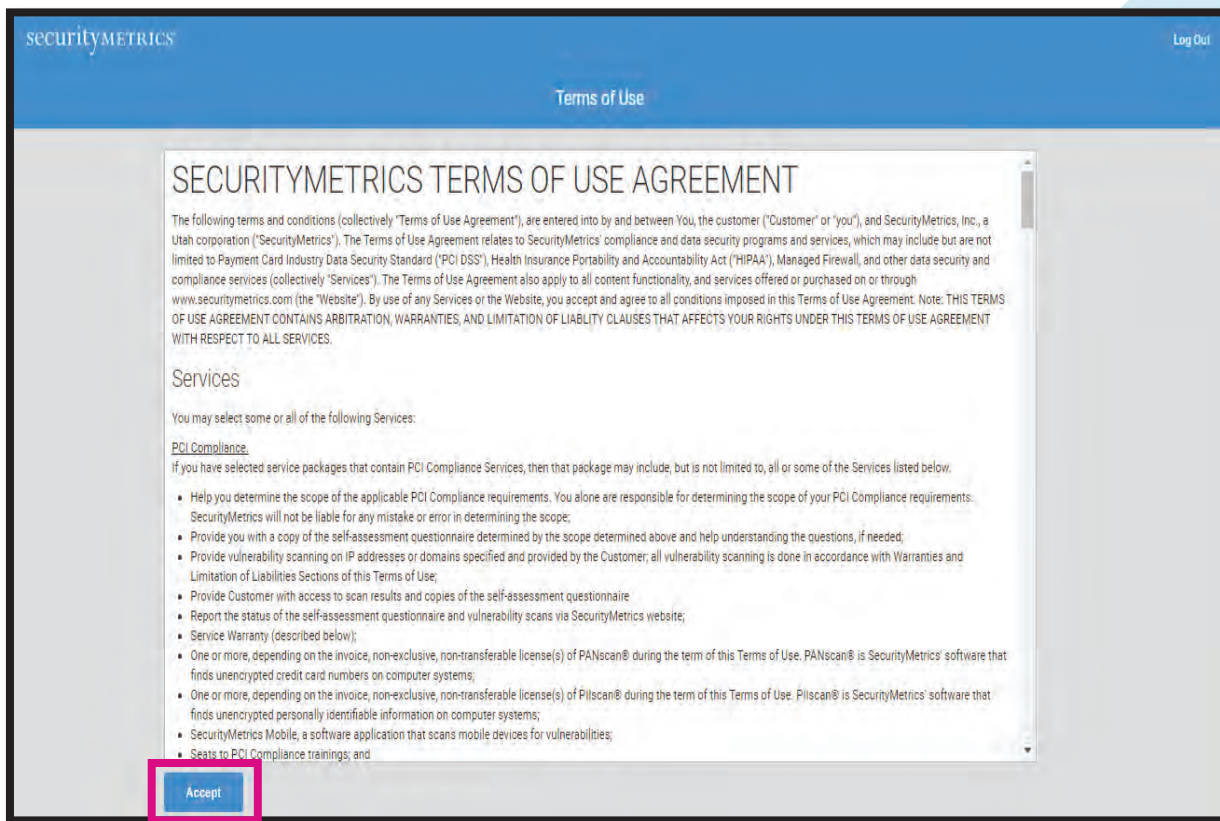
[Create Account](#)

Already have an account? [Log In](#)

1.2 Read Terms and Conditions

Next, to complete your account, read and accept SecurityMetrics' "Terms of Use".

Select the "Accept" action button and that's it! You have now created your account.



2.0 PCI Dashboard Overview

The “PCI Dashboard” provides answers to three basic questions:

1. What is PCI?
2. How to get PCI Compliant?
3. Why do you need to become Compliant?

Read and select “[Click here to get started with PCI 3.2.1](#)” to start the process of becoming PCI Compliant!

SecurityMetrics Dashboard

Welcome, Kacey

PCI Dashboard

[Learn about PCI](#)

Welcome to SecurityMetrics!

What is PCI? PCI stands for the Payment Card Industry. The major payment card brands Visa, MasterCard, American Express, Discover Financial Services, and JCB International established the Payment Card Industry Data Security Standard (PCI DSS) to help merchants prevent payment card data theft.

Compliance with the PCI DSS or “PCI compliance,” is required for all businesses that process, store, or transmit payment card data. Merchants must achieve PCI compliance annually.

How do I get Compliant? SecurityMetrics tools will assist you through the process of becoming PCI Compliant. In order to achieve Compliance you must complete the following steps:

- Identify your card environment and receive a self-assessment questionnaire (SAQ)
- Complete the SAQ form
- Fulfill other security requirements as needed such as vulnerability scanning

Review your To Do List below for your next steps towards Compliance and Security.

Why do I need to become Compliant? PCI Compliance is the first step towards data security. Your acquirer requires that you follow the PCI standard to help secure your organization and guard against a costly data breach, avoiding potential fees and fines.

For more information, check out the following resources:

- [SecurityMetrics Blog](#)
- [SecurityMetrics Learning Center](#)
- [SecurityMetrics Academy](#)

To Do List

[Click here to get started with PCI 3.2.1](#)

2.1 Identify Your Account

“Identify Your Account” by confirming your bank (Republic Bank LTD) and click “Next”.

Identify Your Account

You have already been matched to the following bank:

Republic Bank LTD

Please click Next to continue.

What is this for?

- Identify bank discounts
- Speed up PCI process
- Report compliance to your bank

Next

2.2 Confirm Customer Information

Confirm your “Customer Information” by ensuring all mandatory fields are filled.

Select the “Next” action button to continue.

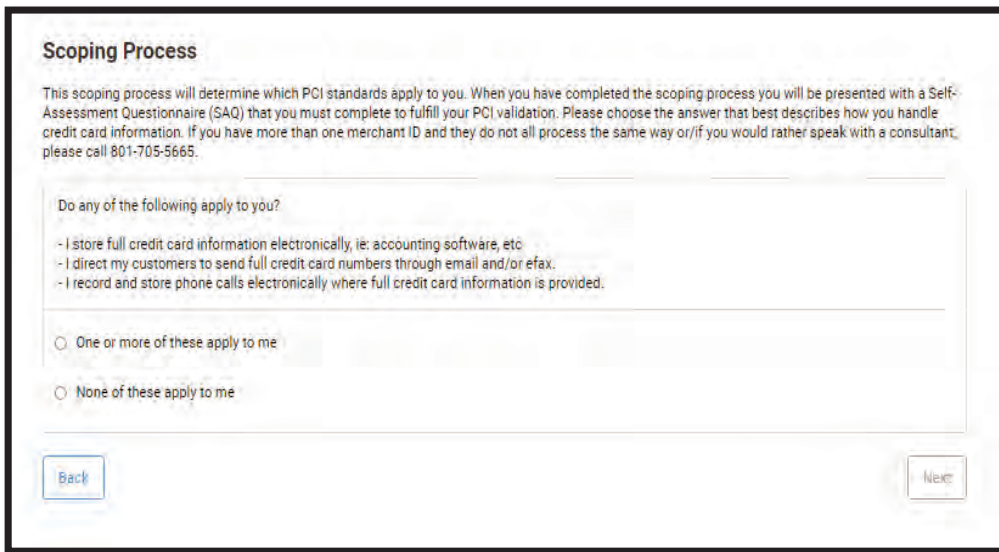
The screenshot shows a web form titled "Customer Information" with the following fields and values:

Field	Value
Company Name	Green Company
Company Phone	1111234
Address	123 Williamsville
City	Port of Spain
State/Province	St Andrews
Zip/Postal Code	868
Country	Trinidad and Tobago
Language Preference	English

At the bottom of the form, there are two buttons: "Back" on the left and "Next" on the right. The "Next" button is highlighted with a pink rectangular box.

3.0 Completing the Scoping Process

The Scoping Process helps determine which PCI standard apply to you!



Scoping Process

This scoping process will determine which PCI standards apply to you. When you have completed the scoping process you will be presented with a Self-Assessment Questionnaire (SAQ) that you must complete to fulfill your PCI validation. Please choose the answer that best describes how you handle credit card information. If you have more than one merchant ID and they do not all process the same way or if you would rather speak with a consultant, please call 801-705-5665.

Do any of the following apply to you?

- I store full credit card information electronically, ie: accounting software, etc.
- I direct my customers to send full credit card numbers through email and/or efax.
- I record and store phone calls electronically where full credit card information is provided.

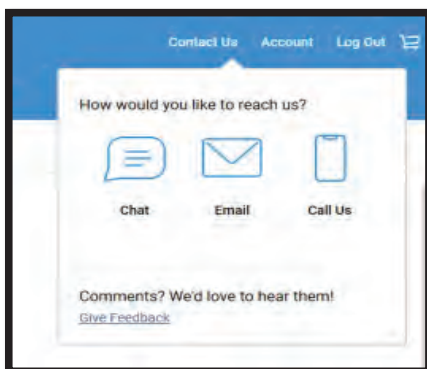
One or more of these apply to me

None of these apply to me

[Back](#) [Next](#)

Read the Scoping Process questions *carefully* and select the correct options for your business. If you are faced with any challenges, simply contact SecurityMetrics via the Toll-Free number [868-224-5828](tel:868-224-5828) or select their Live Chat for assistance.

To access the Live Chat, click *“Contact Us”* in the top right hand menu. Select the chat icon and a representative will be available to speak with you 24/7.



Contact Us Account Log Out

How would you like to reach us?

[Chat](#) [Email](#) [Call Us](#)

Comments? We'd love to hear them!
[Give Feedback](#)

3.1 Get Your Assigned SAQ

Your specified Self Assessment Questionnaire (SAQ) is assigned at the end of the Scoping Process. Most customers will be assigned “SAQ TIP 3.2.1”. If you are not provided with an SAQ, kindly call SecurityMetrics at 868-224-5838 for guidance.

Once you are assigned SAQ TIP 3.2.1, select “Activate and Continue”.

You also have the option to click “Back” to change or verify your responses.



The screenshot shows the SecurityMetrics web interface. At the top left is the SecurityMetrics logo. The main content area displays a confirmation message: "Congratulations! Based on information you've provided, you have been assigned SAQ TIP 3.2.1 . How can I be sure this is the correct questionnaire?". Below this message is a "Back" button. On the right side of the interface, there is a box containing the text "Questionnaire Type: SAQ TIP 3.2.1" and an "Activate and Continue" button. A large blue arrow from the text above points down to this "Activate and Continue" button.

4.0 Completing your SAQ

The final item in your PCI Certification is the two (2) step Self Assessment Questionnaire (SAQ).

Before beginning the questionnaire, ensure you have the following details for your **point-of-sale machine** :

- . terminal type
- . model number

Step 1

Select from the drop-down list your Point-of-Sale terminal and click **NEXT**.

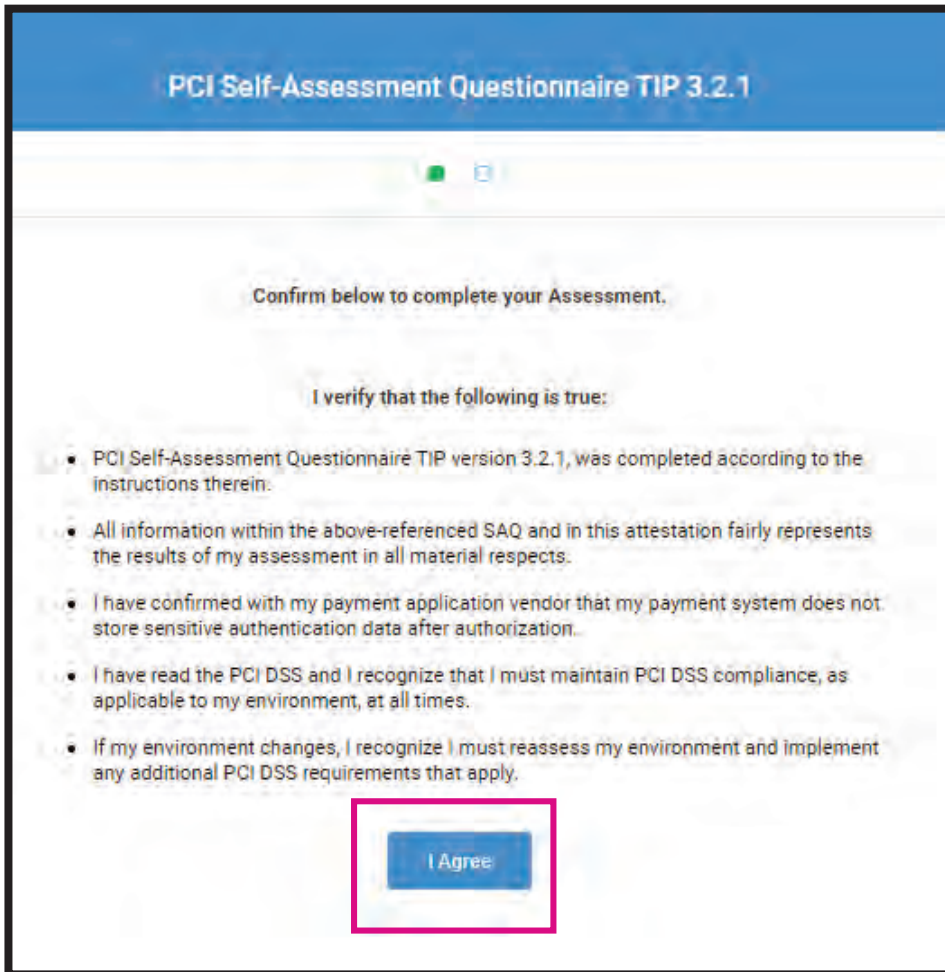
The screenshot shows the SecurityMetrics PCI Self-Assessment Questionnaire (SAQ) TIP 3.2.1. The main heading is "How do you accept cards?". Below this, there is a section for "SAQ TIP 3.2.1" with instructions: "The following are different possible methods of processing cardholder data. Please select only the methods that you use." and a warning: "WARNING: Using a non-compliant provider could result in significant financial penalties to your business in the event of a data compromise." A text box prompts the user to "Please enter the details of your card processing methods. At least one third party provider must be filled out to proceed." Below this, there is a "Point-of-Sale Terminal" dropdown menu with a search icon. The selected option is "Vanstone Electronic (Beijing) Co., Ltd. V37 MIS, V37 D00K". At the bottom of the form, there are three buttons: "BACK", "Restart SAQ", and "NEXT". The "NEXT" button is highlighted with a blue border.



Step 2

Confirm the accuracy of your assessment by verifying all information inputted.

Once satisfied, select the “I Agree” action button.



The screenshot shows a web interface for the "PCI Self-Assessment Questionnaire TIP 3.2.1". The page has a blue header with the title. Below the header, there is a green status indicator and a small icon. The main content area contains the text "Confirm below to complete your Assessment." followed by "I verify that the following is true:". Below this, there is a list of five bullet points. At the bottom of the list, there is a blue button labeled "I Agree" which is highlighted with a red rectangular box.

PCI Self-Assessment Questionnaire TIP 3.2.1

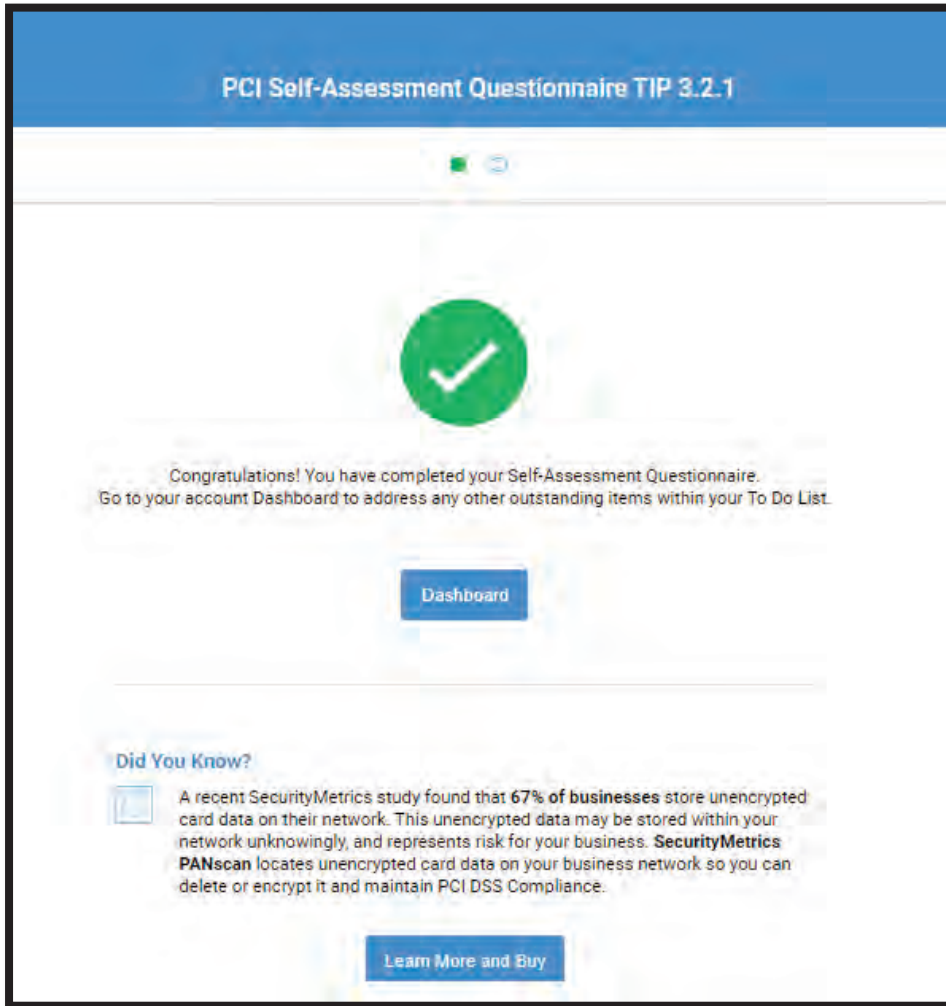
Confirm below to complete your Assessment.

I verify that the following is true:

- PCI Self-Assessment Questionnaire TIP version 3.2.1, was completed according to the instructions therein.
- All information within the above-referenced SAQ and in this attestation fairly represents the results of my assessment in all material respects.
- I have confirmed with my payment application vendor that my payment system does not store sensitive authentication data after authorization.
- I have read the PCI DSS and I recognize that I must maintain PCI DSS compliance, as applicable to my environment, at all times.
- If my environment changes, I recognize I must reassess my environment and implement any additional PCI DSS requirements that apply.

I Agree

Congratulations! You are now PCI DSS Certified.



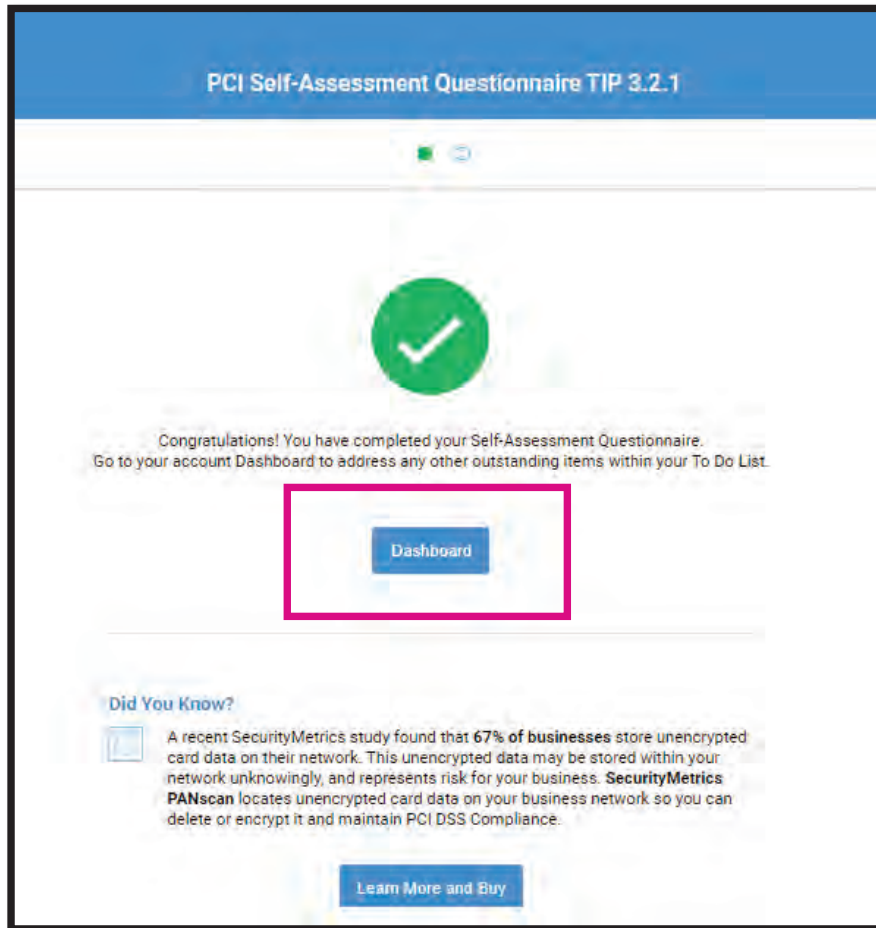
Note:

Your new certification will also be shared automatically with Republic Bank from SecurityMetrics.

Your PCI DSS Certificate will be valid for 1 year.

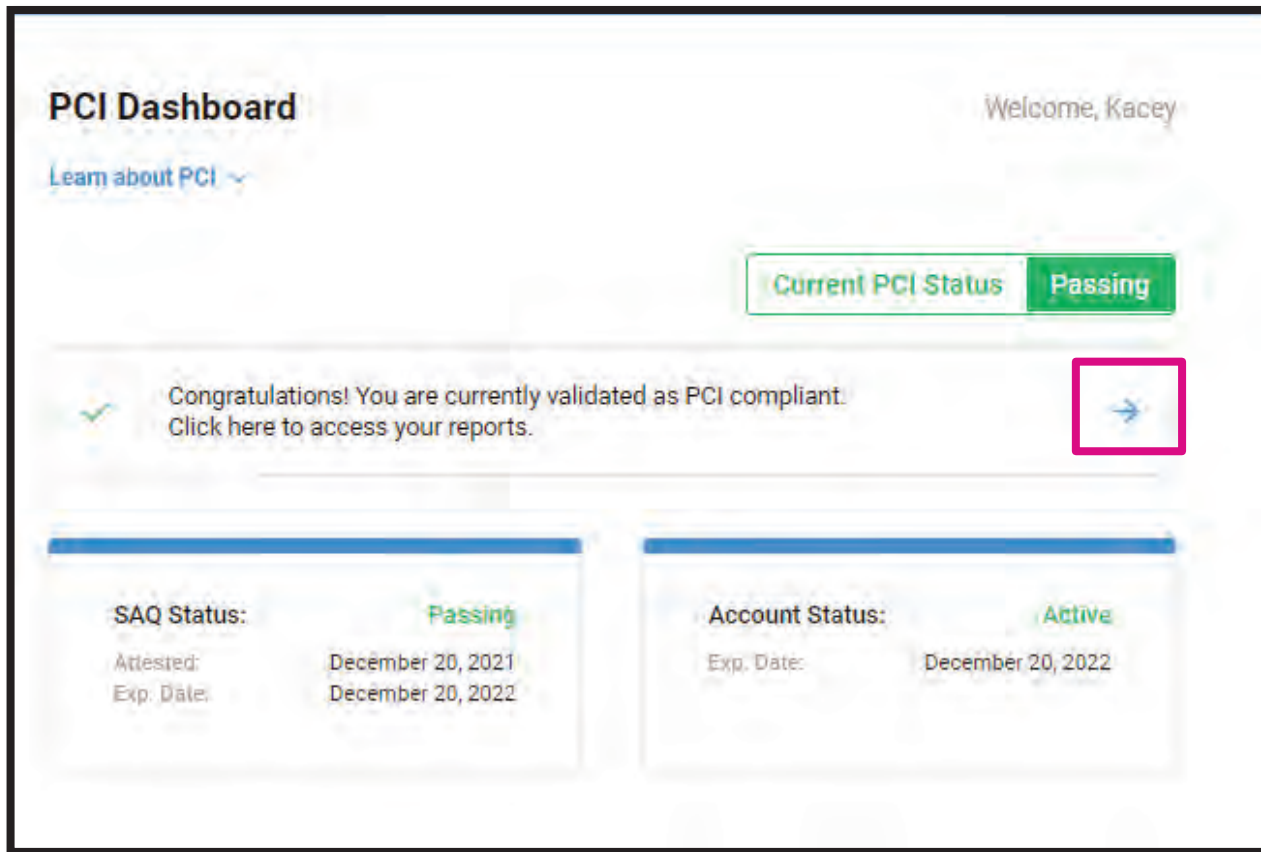
5.0 Getting Your PCI DSS Certificate

Your new PCI DSS Certificate is available electronically via the SecurityMetrics platform. If you wish to download or print your certificate, select the “Dashboard” action button.



5.1 Go to the Reports Dashboard

On the “PCI Dashboard”, select the arrow pointing right to navigate to the “Reports” dashboard.



5.2 Download Your Certificate

In the “Reports” Dashboard, you can download, print or save your “Merchant PCI Certificate”.



The screenshot displays the 'Reports' dashboard with a blue header. Below the header is a section titled 'PCI Data Security Standard (DSS) Reports'. A list of report options is shown, each with a document icon and a description. The 'Merchant PCI Certificate (Download PDF)' option is highlighted with a red rectangular box. A large blue arrow from the left points towards this option.

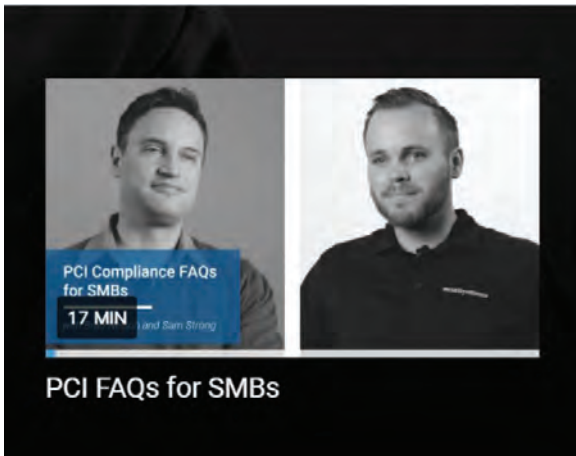
PCI Data Security Standard (DSS) Reports	
Send Summary Compliance Report	Send a report of PCI Compliance to your acquirer, franchisor, etc.
Merchant PCI Certificate (Download PDF)	Generate a "suitable for framing" certificate of PCI Compliance. (html or pdf) (This is not an official PCI Document).
Attestation of Compliance	SecurityMetrics populates the Attestation of Compliance with compliance information when applicable.
American Express Compliance Reporting	American Express requires special compliance reporting for American Express Level 1 and Level 2 merchants.
Self-Assessment Questionnaire (SAQ)	Download a pdf file of your Self-Assessment Questionnaire. (pdf)
Prioritized Approach	Download a report of your progress in a prioritized format.
ASV Reports	Download ASV Scan Report Attestation of Scan Compliance, ASV Scan Report Executive Summary, ASV Scan Report Vulnerability Details, and the ASV Feedback Form.

6.0 In Need of Assistance?

If you are faced with any challenges on the platform or you're in need of assistance during the certification process, contact SecurityMetrics via one of the following options:

- ❖ Website: www.securitymetrics.com/pcidss/republictt
- ❖ 24hr hotline: 868-224-5839
- ❖ Email: enroll@securitymetrics.com

Or, click here to check out this informative video for some PCI DSS certification FAQs.



6.1 Need more information?

If you need more information about getting PCI DSS Certified, your [Merchant Sales & Service Area Representative](#) can assist you!

Area	Name	Contact
East	Akeila Pinheiro	728-4443
West	Karen Mural	685-3773
Port-of -Spain	Rodney Callender	769-9515
Tobago	Shervonne Cummings	735-0489
Central	Kion Yearwood	735-0486
South	Venise Beepath	735-0487

**THANK YOU
FOR GETTING
PCI DSS CERTIFIED!**