

Bank Holds on Cards

Revised 4/3/06

- Banks often put holds on customer's accounts when they use a credit or debit card at ExxonMobil stations. EM never places a hold on a customer account.
- EM follows the processes required by card associations, issuers, and networks (e.g. Visa, MasterCard, American Express, Star, Pulse, etc.)
 1. Signature Debit: (also known as check debit) When customers swipe a card for pay at the pump ExxonMobil sends a \$1 authorization request to the card issuer to ensure the card is "good". Some, but not all card issuers, place a hold on the customer's account. Holds typically are \$50 or \$75, depending on the card type. This hold protects the bank. The hold ensures the customer's account will have sufficient funds to complete a transaction up to the amount of the hold. Only the card issuer / issuing bank decides if a hold will be placed and if so the amount of the hold. It typically takes 1-2 days for the actual amount of the sale to reach the issuer through the various processing & acquiring systems.
 2. PIN debit: As with signature debit, EM sends an authorization to the card issuer when the customer swipes their card and enters their PIN. For PIN debit transactions, EM sets the requested authorization amount. Currently it is \$76. EM has changed this amount from time to time in response to customer requests for higher fueling limits at the pump. Again, some but not all card issuers place holds on customers' accounts for this amount to protect the bank or issuer. When the customer hangs up the nozzle **on a PIN debit transaction**, ExxonMobil's system sends a completion record with the actual amount of the sale to the card issuer.
- No funds are transferred from the customer's account to ExxonMobil for any hold. ExxonMobil only receives funds for the actual amount of the sale, after the issuer or bank receives notice of that amount.
- Banks can take from several minutes to several days to remove a hold from an account. Because ExxonMobil never places a hold on a customer's bank account, ExxonMobil is not involved in any way on the length of the hold -- it is entirely an issuer / bank matter. For PIN debit transactions, some networks require banks to remove any hold immediately after they receive the final amount of the sale (typically just after the customer hangs up the pump.) For credit cards and signature debit cards, banks typically hold funds for 2-3 days
- Customers may be confused because most bank systems do not label the transaction as a hold. If the customer checks the transaction on-line or via a telephone response system, it may appear that they have two valid sales back to back. For example, for an actual PIN debit sale of \$37.50, a customer looking on-line right after the purchase might see a \$76 transaction, which would be the authorization, and another transaction for \$37.50. Several days after the sale, once the hold has been removed by the bank, the customer would see only the \$37.50. Holds are never printed on customers' month end statements. Many bank tellers and customer service agents give erroneous information and tell customers that EM has removed the money from the account for the initial hold.
- In general PIN debit transactions have the shortest holds. EM has worked with debit networks to notify them of banks we become aware of who are not releasing PIN debit holds timely. Credit and signature debit transactions typically have longer holds.
- Customers who have questions about holds should contact their card issuer or bank.