



Treasury Committee

House of Commons, London, SW1A 0AA

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Charlotte Hogg
Chief Executive Officer, Europe
Visa
1 Sheldon Square
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Dear Charlotte

I am writing following Visa's system failure on Friday 1 June. As you know, the incident left many cardholders unable to complete transactions, leading to widespread inconvenience for consumers and merchants. I would be grateful if you could provide answers to the following questions on the disruption, by 5pm on Friday 15 June.

- When did Visa first become aware of the failure, and when were you personally informed of it?
- For how long were you aware of the system failure before issuing your first public statement on the incident?
- How many Visa cards were affected by the system failure, and how many of those were issued in the UK?
- What determined whether or not a given Visa card was affected?
- You have stated that the incident was caused by a hardware failure. What led to this hardware failure, and what controls do you have in place to prevent such failures from occurring?
- Some merchants were left unable to accept any card payments, even those taking place over an alternative card network (e.g. MasterCard). Why did a Visa system failure prevent some non-Visa transactions from taking place?

- Does Visa operate a backup processing site? If so, why was processing not switched to this site to ensure service continuity?
- Have any cardholders seen money leave their accounts for transactions that were not, in fact, completed?
- Will any cardholders or merchants be entitled to compensation from Visa?
- What steps will you be taking to ensure a similar system failure does not happen again?

I will be placing this letter, and in due course your response, in the public domain.

Yours sincerely
Nicky Morgan

The Rt Hon. Nicky Morgan MP
Chair of the Treasury Committee