Frequently Asked Questions

What is Visa Checkout
Visa Checkout makes online shopping more enjoyable by making it easy to complete your purchase. Simply enter your username and password and speed through your online shopping experiences with a single account that can be used across all your devices. No need to re-enter your card number or address. And you can store and use any major credit or debit card.

How do I enrol in Visa Checkout?
To create a Visa Checkout account, go to the Visa Checkout enrollment page

What kind of payment methods can I add to my Visa Checkout account?
You can add Visa, MasterCard or American Express credit or debit cards to your Visa Checkout account.

How much will Visa Checkout cost?
It is free for cardholders to enrol in Visa Checkout.

Does Visa Checkout work on my mobile device?
Visa Checkout can be accessed using any web-enabled mobile device

Where can I use Visa Checkout to make purchases online?
Today you can use Visa Checkout at many of your favorite online stores, with many more joining each month. For a full list, visit https://checkout.visa.com/shopping

Does Visa Checkout share my information with marketers?
Visa Checkout will never share any of your information with third party marketers, unless you opt to allow us to do so. Learn more by reading our Privacy Policy Highlights, or our full Privacy Policy.

How is my Visa Checkout account information protected?
Visa is experienced in handling sensitive information. We use advanced security technologies to protect the information you store in your Visa Checkout account, including industry standard encryption and multilayer authentication.

If I forgot my password, what do I do?
Just click the "Forgot Password?" link on the Visa Checkout sign in page. We'll send password reset instructions to the email address associated with your account. Follow those instructions to create a new password.

My account is locked. How can I unlock it?
To prevent unauthorised access to your account, we lock your account temporarily if you enter an incorrect username or password too many times. You can unlock your account by using the Forgot Password link, or you can contact us for assistance. You are not able to use your Visa Checkout account for purchases during the time the account is locked.

Whom should I contact if I have a question about a purchase I made with my Visa Checkout account?

If you have concerns about a promotion, coupon, discount, charge, delivery of or issues related to a purchase, the status of a refund, or have any customer service issues with the merchant, please contact the merchant.

If you have an issue that has not been resolved by the merchant and would like to escalate a concern about a charge or refund, we suggest that you contact the issuer of your card by calling the customer service number on the back of the card you stored in your Visa Checkout account and used to make the purchase.

Does Visa's Zero Liability Policy cover transactions made using Visa Checkout
Visa transactions made through Visa Checkout are protected by Visa's zero liability policy – our guarantee that Visa cardholders in Australia won't be held responsible for fraudulent or unauthorised transactions[1].

1 Visa's Zero Liability policy covers Australian and New Zealand-issued cards and does not apply to ATM transactions, transactions not processed by Visa or certain commercial card transactions. The cardholder must notify their issuer promptly of any unauthorised Visa use. Please consult your issuer for additional details.