

## **Incident Response Plan – Dialup Terminal Merchant Sites Credit Card Security Incident Procedures (Cardholder Data Compromise)**

Overview – CMU departments that accept credit cards as a form of payment are responsible for the security of cardholder data. In the event that one or more credit cards have been compromised or appear to have been compromised, it is the responsibility of the department to inform the Assistant Coordinator of Payroll and Travel Services and take the proper steps to remedy the situation. A compromise can include documentation with cardholder data as well as cardholder data located on computer systems.

### **If you are a dialup terminal merchant...**

If your department has an actual or suspected breach, first you need to contain and limit your exposure. Remove the phone cord from the terminal. DO NOT turn off the terminal.

Immediately contact the Assistant Coordinator of Payroll and Travel Services at 989-774-3797 to inform them of the actual or suspected compromise. If they cannot be reached, call the Payroll and Travel Services main line 989-774-3481. The message will be given to the appropriate individual.

The CMU Police will be contacted by the Assistant Coordinator of Payroll and Travel Services.

An assessment of the situation will be made. The following will be looked at...

1. Verify that no more credit card data is at risk.
2. The number of accounts at risk, and the type of data at risk (account numbers, expiration dates, cardholder names, CVV2 (3 or 4 digit code) and Track Data).
3. The date and time of the event.
4. The method of compromise.

The Assistant Coordinator of Payroll and Travel Services will contact the appropriate parties. The Merchant Account Manager must make themselves available for questions and will be responsible for helping the Assistant Coordinator of Payroll and Travel Services complete an Incident Response Report which must be submitted to the credit card processor within 3 business days of the reported compromise.

Once the situation has been resolved, the Assistant Coordinator of Payroll and Travel Services and the department will meet to discuss situation and coordinate any final changes that should be made to the department's process of accepting credit cards.

### References:

Visa's If Compromised website:

[http://usa.visa.com/merchants/risk\\_management/cisp\\_if\\_compromised.html?it=c/merchants/risk\\_management/cisp\\_if\\_compromised.html|Steps%20for%20Compromised%20Entities#anchor\\_3](http://usa.visa.com/merchants/risk_management/cisp_if_compromised.html?it=c/merchants/risk_management/cisp_if_compromised.html|Steps%20for%20Compromised%20Entities#anchor_3)