

AFTA INSOLVENCY CHARGEBACK SCHEME (AICS)

The AFTA Insolvency Chargeback Scheme (AICS) is a member focussed non-profit organisation created to support ATAS Accredited Travel Agents travel in the event of consumer credit card chargebacks as a result of a supplier insolvency.

Designed specifically for ATAS Accredited members, AICS is the first scheme of its kind that offers protection against Forward Delivery Risk that traditionally has not been covered by insurance providers.

AICS is a Mutual Fund, whereby members contribute to a collective and use their combined purchasing power to spread the cost of managing risk in relation to credit card chargebacks. The structure also enables AICS to tailor risk management products and services to meet the changing needs and emerging risks of the travel industry.

AICS is designed to complement the travel agency business model. There are no upfront insurance premiums for you to pay. When a consumer chooses to pay you by credit card, they will also pay the AICS contribution which will be held by the fund to cover any losses incurred in the event of a chargeback resulting from supplier failure. The AICS Contribution can be levied in your credit or debit card surcharging arrangements as AICS is compliant with the Reserve Bank of Australia, Standard No. 3 Of 2016 Scheme Rules Relating to Merchant Pricing for Credit Debit and Prepaid Card Transactions.

By becoming an AICS Member, not only are you ensuring that you are part of a scheme that protects your bottom line, you are also joining a robust organisation that is committed to assist you by providing access to a range of Acquirers and Payment Facilitators that offer innovative, tailored and cost effective payment solutions.

HOW TO JOIN

The AFTA Insolvency Chargeback Scheme (AICS) is available to all ATAS Accredited Travel Agents.

Current ATAS Members are able to access the application form via the AICS Website – www.afta.com.au/aics

Before you complete the application form, please ensure that you have the following information:

- Your MY AFTA website login details
- The name of the company that provides your current merchant terminal
- Completed AICS Membership Application Form and Declaration in PDF format
- Full supplier listing including supplier name and total transactional value for the past 12 months in XLS/CSV format
- Tramada Users Only: AFTA Insolvency Chargeback Scheme Report in XLS/CSV format

Current ATAS Accredited Travel Agents

- Log in to your **MY AFTA** profile using your current login details
- Click the **ATAS Application** button at the bottom of the home page
- Click the blue **Apply for AICS** tab next to your current ATAS Accreditation
NB: This tab will only be available once your current ATAS application has been approved
- Complete all mandatory fields including uploading the applicable documents
- Click **Submit**

Once received, your application will be forwarded to our approved merchant facility providers (known as Acquirers and Payment Facilitators – APF) for assessment.

The APF assessment process may take up to 6 weeks to complete and during this time you will be contacted by representatives of our approved APF's to discuss your application. Full information on our approved APF's can be found on the AICS website - www.afta.com.au/aics

For information on the status of your application, or for any general enquiries please contact Amanda Rixon, AFTA Industry Partnership Executive. Amanda can be contact via email at AICS@afta.com.au.

Your business is not ATAS accredited?

- The AICS application form will be available as part of your formal ATAS Application, however the application will only be processed once your ATAS Application has been approved.

To find out more about becoming ATAS accredited contact atas@afta.com.au or visit <http://www.afta.com.au/atas/apply-or-renew>