



National Payment Switch

Frequently Asked Questions

November 2018

The aim of this short Frequently Asked Questions document is to provide user-friendly information to questions that the public at large may have on the National Payment Switch (NPS). The NPS, a project currently spearheaded by the Bank of Mauritius, ambitions to enhance the financial landscape in Mauritius through an innovative payments infrastructure.

The document provides concise answers to the following questions:

1. **What is the National Payment Switch (NPS)?**
2. **What is the main objective of the NPS?**
3. **Who owns the NPS?**
4. **What are the benefits of the NPS?**
5. **Who are the players and stakeholders within the NPS?**
6. **Can I benefit from the NPS outside Mauritius?**
7. **Can I use my existing card at any NPS participant's Automatic Teller Machine (ATM) or Point of Sale (PoS)?**
8. **Is there any daily limit for cash withdrawal from NPS participant's ATM terminals using another participant's ATM card?**
9. **To whom should I direct my queries regarding the NPS?**
10. **How critical is the NPS for the future?**
11. **Does the NPS preserve confidentiality of user information?**

1. What is the National Payment Switch (NPS)?

The NPS is a new infrastructure that can interface with any Point of Sale (POS) system, Automated Teller Machine (ATM), Mobile Payment System and Internet based commerce portals, consolidate all electronic transactions and then intelligently channel them to one or more payment processors for authorization and settlement.

2. What is the main objective of the NPS?

The main objective of the NPS is to help build an enabling payment environment for all players in the market and help the country to fully play its role as a financial hub in the region, while taking advantage of the collective synergy of a market driven incentive.

The NPS will simplify the current card payment system as it will route all transactions made through locally issued cards to a central point (the switch), for settlement at the Bank of Mauritius. This will enhance transparency in the system while maintaining the interoperability and operational effectiveness of the payment system.

3. Who drives the NPS?

The NPS is fully owned and operated by the Bank of Mauritius. All processes are handled within its premises.

4. What are the benefits of the NPS?

The NPS will provide several benefits to the card business, merchants and customers.

Cost Savings

Cost savings will be achieved as the NPS will:

- allow direct routing of authorisation requests and elimination of intermediate arrangements and related processing costs.
- allow batch settlement of transactions instead of single transaction processing
- have direct connection with the credit card associations, thus eliminating per-transaction conveyance fees charged by processors to route these transactions.

Standardisation of Merchant Discount Rates

By virtue of being a central infrastructure, the NPS can adopt a collaborative approach involving major stakeholders hence facilitating standardization of fees depending on the types of payment cards.

5. Who will be the participants? Who are the players and stakeholders within the NPS?

NPS participants can be any institution authorized by the Bank of Mauritius to route, clear and settle its transactions through the NPS.

6. Can I benefit from the NPS outside Mauritius?

No. NPS is a domestic sharing network thus this support transaction within Mauritius only.

7. Can I use my existing card at any NPS participant's Automatic Teller Machine (ATM) or Point of Sale (PoS)?

Yes. You can use your existing card at NPS participant's ATM or POS. You do not need to replace your card as it will be automatically supported in NPS participant's ATM terminals.

8. Is there any daily limit for cash withdrawal from NPS participant's ATM terminals using another participant's ATM card?

Your existing card's daily limit for cash withdrawal from your bank's ATM terminal is applicable for cash withdrawal from NPS participant's ATM terminals. Please note, the maximum cash dispense in one go from ATM terminal is decided by the ATM terminals owners' specific technical configuration.

9. To whom should I direct my queries regarding the NPS?

As a cardholder, you should report any issue to your issuing bank.

10. Will NPS be environmentally sustainable?

NPS will be sustainable as it will be scalable and meet high standards of security and fraud detection. It will also eventually accommodate all payment types. The NPS team will ensure that the National Payments infrastructure does not fall behind areas of innovation and reliability by consolidating developments across payments market for the benefit of payments network users.

11. Does the NPS preserve confidentiality of user information?

The NPS will use transactions' information exclusively for meeting its objectives and the information will be kept confidential between the NPS and its participants. The NPS Terms and Conditions impose full confidentiality of information on all participants who are also required to take necessary precautions to prevent access to the system by unauthorised users. The NPS keeps a strict control over access to its system and information in its database.