

Visa service disruption



Update - 18:43 BST 02.06.18

The technical issue we experienced yesterday has been resolved. Our network is working normally. If you attempted a Visa transaction that did not complete as a result of this issue, you should not be charged.

A small number of cardholders may have pending transactions that could be limiting their spending ability. We are working with your banks to resolve this.

04:32 BST 02.06.18

Visa has resolved a technical issue which occurred yesterday in Europe and prevented some consumers from using Visa for payments.

The issue was the result of a hardware failure within one of our European systems and is not associated with any unauthorised access or cyberattack.

Visa Europe's payment system is now operating at full capacity, and Visa account holders can now use Visa for any of their purchases and at ATMs, as they normally would.

"Our goal is to ensure all Visa payments work reliably 24 hours a day, 365 days a year. We fell well short of this goal today and we apologise to all of our partners and Visa account holders for any inconvenience this may have caused," Al Kelly - Chief Executive Officer, Visa Inc.

22:08 BST 01.06.18

Earlier today, Visa had a system failure that impacted customers across Europe.

Our goal is to ensure all Visa cards work reliably 24 hours a day, 365 days a year. We fell well short of this goal today and we apologise to all of our partners, and most especially, to Visa cardholders.

Visa cardholders can now use their Visa cards as we are currently operating at close to normal levels.

The issue was the result of a hardware failure. We have no reason to believe this was associated with any unauthorised access or malicious event.

For more information, visit www.visaeurope.com

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