



Payment Card Industry (PCI) Data Security Standard

Attestation of Compliance for Onsite Assessments – Service Providers

Version 3.2.1

June 2018

Section 1: Assessment Information

Instructions for Submission

This Attestation of Compliance must be completed as a declaration of the results of the service provider's assessment with the *Payment Card Industry Data Security Standard Requirements and Security Assessment Procedures (PCI DSS)*. Complete all sections: The service provider is responsible for ensuring that each section is completed by the relevant parties, as applicable. Contact the requesting payment brand for reporting and submission procedures.

Part 1. Service Provider and Qualified Security Assessor Information

Part 1a. Service Provider Organization Information

Company Name:	Worldline Merchant Services	DBA (doing business as):	-		
Contact Name:	Pierre Poquet	Title:	Head of Security, Compliance and Quality for Europe		
Telephone:	+33 (0)2 54 44 74 07	E-mail:	pierre.poquet@worldline.com		
Business Address:	River Ouest, 80 Quai Voltaire	City:	Bezons		
State/Province:	-	Country:	France	Zip:	95870
URL:	https://www.worldline.com				

Part 1b. Qualified Security Assessor Company Information (if applicable)

Company Name:	usd AG				
Lead QSA Contact Name:	Tobias Weber	Title:	QSA, PIN QSA		
Telephone:	+49 6102 8631 325	E-mail:	tobias.weber@usd.de		
Business Address:	Frankfurter Str. 233 Haus C1	City:	Neu-Isenburg		
State/Province:	-	Country:	Germany	Zip:	63263
URL:	https://www.usd.de				

Part 2. Executive Summary

Part 2a. Scope Verification

Services that were INCLUDED in the scope of the PCI DSS Assessment (check all that apply):

Name of service(s) assessed:	Sips, Store Acceptance, Xenturion, Accor ESM, SNCF SIC, IVRs (Orange, PVOICE), OneSource, CRM, OPS (Order Processing Service), Tokenization Service, Payment Connectors, Payment Page, Payment APIs, Merchant Batch Processor, Modirum 3DS, Secure Server
------------------------------	---

Type of service(s) assessed:

Hosting Provider:

- Applications / software
- Hardware
- Infrastructure / Network
- Physical space (co-location)
- Storage
- Web
- Security services
- 3-D Secure Hosting Provider
- Shared Hosting Provider
- Other Hosting (specify):

Managed Services (specify):

- Systems security services
- IT support
- Physical security
- Terminal Management System
- Other services (specify):

Payment Processing:

- POS / card present
- Internet / e-commerce
- MOTO / Call Center
- ATM
- Other processing (specify):

- | | | |
|--|--|--|
| <input type="checkbox"/> Account Management | <input checked="" type="checkbox"/> Fraud and Chargeback | <input checked="" type="checkbox"/> Payment Gateway/Switch |
| <input checked="" type="checkbox"/> Back-Office Services | <input type="checkbox"/> Issuer Processing | <input type="checkbox"/> Prepaid Services |
| <input type="checkbox"/> Billing Management | <input type="checkbox"/> Loyalty Programs | <input type="checkbox"/> Records Management |
| <input checked="" type="checkbox"/> Clearing and Settlement | <input checked="" type="checkbox"/> Merchant Services | <input type="checkbox"/> Tax/Government Payments |
| <input type="checkbox"/> Network Provider | | |
| <input checked="" type="checkbox"/> Others (specify): Tokenization | | |

Note: These categories are provided for assistance only, and are not intended to limit or predetermine an entity's service description. If you feel these categories don't apply to your service, complete "Others." If you're unsure whether a category could apply to your service, consult with the applicable payment brand.

Part 2a. Scope Verification *(continued)*

Services that are provided by the service provider but were NOT INCLUDED in the scope of the PCI DSS Assessment (check all that apply):

Name of service(s) not assessed: none

Type of service(s) not assessed:

Hosting Provider:

- Applications / software
- Hardware
- Infrastructure / Network
- Physical space (co-location)
- Storage
- Web
- Security services
- 3-D Secure Hosting Provider
- Shared Hosting Provider
- Other Hosting (specify):

Managed Services (specify):

- Systems security services
- IT support
- Physical security
- Terminal Management System
- Other services (specify):

Payment Processing:

- POS / card present
- Internet / e-commerce
- MOTO / Call Center
- ATM
- Other processing (specify):

Account Management

Fraud and Chargeback

Payment Gateway/Switch

Back-Office Services

Issuer Processing

Prepaid Services

Billing Management

Loyalty Programs

Records Management

Clearing and Settlement

Merchant Services

Tax/Government Payments

Network Provider

Others (specify):

Provide a brief explanation why any checked services were not included in the assessment:

-

Part 2b. Description of Payment Card Business

Describe how and in what capacity your business stores, processes, and/or transmits cardholder data.

Acceptance

Payment card transactions originate from POS devices as well as via e-commerce and through connections from processors (card-present, card-not-present transactions).

Transactions are received through dedicated connections:

- Processors: leased lines or internet via IPsec VPN with strong encryption
- POS/e-commerce: over direct dial-up, internet protected by strong encryption (TLS 1.2+).

Worldline transmits received authorization requests to card acquirers for authorization or to processors/payment card brands for further processing. The transaction data containing PANs and Sensitive Authentication Data is forwarded via VPN or private lines to the card brands and other directly connected parties.

Worldline performs data capture from card acceptance devices and processes received financial transactions for clearing and settlement or processes and submits financial transactions to payment card brands for subsequent clearing and settlement.

Storage (general description)

Worldline stores account data in flat files and databases for further processing as described above. Additionally stored in log files for reporting, incident management and value-added service provision (such as fraud monitoring, chargeback processing, data warehouse) as well as call recording files (for call center quality monitoring and dispute resolution purpose) encrypted with strong encryption and paper media for chargeback, call center services provision.

All stored cardholder data are protected by applicative, database, file system, disk encryption, and/or compensating controls.

As Worldline provides issuing services, Sensitive Authentication Data are stored in Worldline databases with business justification.

Cardholder data are archived on optical disks, on a storage system or as hardcopies.

File Transfer (general description)

	<p>Secure file transfer systems are used to exchange files with cardholder data internally and with brands and customers. Cardholder data are only stored temporarily on this system, which encrypts all data with AES strong cryptography.</p> <p>Devices</p> <p>Worldline manages and provides POS for its clients from its datacenter located in Belgium (Worldline SA/NV)</p>
<p>Describe how and in what capacity your business is otherwise involved in or has the ability to impact the security of cardholder data.</p>	<p>Worldline is a level 1 Service Provider with Card Payment services. Worldline processes debit and credit card transactions from its locations seated in Europe to serve European markets and other geographies such as the US, on behalf of their customers, being Merchants, Card Acquirers and Card Issuers. Cardholder data are being processed, transmitted and stored during the Card payment processing and Card Issuance as provided services to the Worldline clients.</p> <p>Worldline Merchant services is made up of the grouping of legal entities Worldline Sweden AB , Worldline U.S., Inc , Worldline SA France and Worldline SA/NV Belgium</p>

Part 2c. Locations

List types of facilities (for example, retail outlets, corporate offices, data centers, call centers, etc.) and a summary of locations included in the PCI DSS review.

Type of facility:	Number of facilities of this type	Location(s) of facility (city, country):
<i>Example: Retail outlets</i>	3	<i>Boston, MA, USA</i>
Office	1	Bezons, France
Office	1	Blois, France
Office + data center	1	Seclin La Pointe, France
Data center	1	Seclin Dassult, France
Office + data center	1	Vendôme, France
Office	1	Stockholm, Sweden
Data center	1	Bromma, Sweden
Data center	1	Sköndal, Sweden
Office + Data Center	1	Brussels, Belgium

Part 2d. Payment Applications

Does the organization use one or more Payment Applications? Yes No

Provide the following information regarding the Payment Applications your organization uses:

Payment Application Name	Version Number	Application Vendor	Is application PA-DSS Listed?	PA-DSS Listing Expiry date (if applicable)
Accor ESM	Accor ESM 2.1.7	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-
Orange IVR	3.0.0	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-
PVOICE IVR	1.7.0	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-
SIPS	21R3	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-
SNCF SIC	SIC FO V2.7.43 BoMo V4.4.6 BoFi V6.1.11 BoNMP V 1.15.7	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-
Store Acceptance	2.5.1-8 (Client Casino) 2.5.1-8 (Clients Mutualisés) 2.7.0.6 (Clients OpenPayment)	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-
Xenturion	5.14.5	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-
OneSource	7.9.0	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-
CustomerRelationManagement	3.6.23.378	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-
Order Processing Service	10.9.0	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-
Tokenization Service	3.4.1	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-
HSM Luna	6.2.2-6	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-
Online and Offline Payment Connectors	EBANXConnector - 1.37.3 IbpNordeaFICconnector – 3.0.3 Aktia2014Connector – 2.1.0	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-

	SEBSECon nector – 3.0.1 iDEALConn ector - 3.6.1 Saastopank kiConnector – 2.1.1 FSBSECon nector – 3.0.4 SpankkiCon nector – 2.2.1 EPSConnect or – 3.1.1 NordeaSEC onnector – 4.1.0 IbpShbCon nector – 3.0.1 IbpGiroPay ConnectorD euCS – 4.0.0 IbpSampoC onnector – 3.0.0 SofortConn ector – 2.3.6 IbpOkoCon nector – 3.0.1 YandexCon nector – 3.0.1 CCAvenue Connector 3.0.3			
FUSE	3.4.10	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-
WS2010	N/A (API connection)	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-
Payment Page	3.0.0	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-
Device Rest API	N/A (API connection)	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-
Merchant Batch Processor	4.12.0	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-

Modirum 3DS Secure Server	1.5.0	Worldline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-
---------------------------	-------	-----------	---	---

Part 2e. Description of Environment

Provide a **high-level** description of the environment covered by this assessment.

For example:

- *Connections into and out of the cardholder data environment (CDE).*
- *Critical system components within the CDE, such as POS devices, databases, web servers, etc., and any other necessary payment components, as applicable.*

The assessed environment consists of the applications used to operate the assessed services of Worldline Merchant Services, including the underlying network and infrastructure run by Worldline Europe Central Hosting Provider

Does your business use network segmentation to affect the scope of your PCI DSS environment?

(Refer to "Network Segmentation" section of PCI DSS for guidance on network segmentation)

Yes No

Part 2f. Third-Party Service Providers

Does your company have a relationship with a Qualified Integrator & Reseller (QIR) for the purpose of the services being validated?

Yes No

If Yes:

Name of QIR Company:

-

QIR Individual Name:

-

Description of services provided by QIR:

-

Does your company have a relationship with one or more third-party service providers (for example, Qualified Integrator Resellers (QIR), gateways, payment processors, payment service providers (PSP), web-hosting companies, airline booking agents, loyalty program agents, etc.) for the purpose of the services being validated?

Yes No

If Yes:

Name of service provider:	Description of services provided:
Worldline Europe Central Hosting Provider	Hosting, System Security Services, IT Support, Network Provider, Infrastructure Service, File Transfer Service, HSM and Key Management Services, Risk Management, Vulnerability Management, Security Incident Management, HR Management, Security Awareness Training, Secure Coding Training, Media Handling
Computercentrum C. van de Velden B.V. (CCV)	Payment Processing POS Clearing
Amazon Web Services, Inc.	Cloud services
Google, LLC.	Cloud services
ACI Worldwide (Germany) GmbH – Pay.On	Payment Processing

ACI Worldwide Corp and Affiliates	Fraud and Chargeback services
Monext/Payline	Payment Processing
Note: Requirement 12.8 applies to all entities in this list.	

Part 2g. Summary of Requirements Tested

For each PCI DSS Requirement, select one of the following:

- **Full** – The requirement and all sub-requirements of that requirement were assessed, and no sub-requirements were marked as “Not Tested” or “Not Applicable” in the ROC.
- **Partial** – One or more sub-requirements of that requirement were marked as “Not Tested” or “Not Applicable” in the ROC.
- **None** – All sub-requirements of that requirement were marked as “Not Tested” and/or “Not Applicable” in the ROC.

For all requirements identified as either “Partial” or “None,” provide details in the “Justification for Approach” column, including:

- Details of specific sub-requirements that were marked as either “Not Tested” and/or “Not Applicable” in the ROC
- Reason why sub-requirement(s) were not tested or not applicable

Note: One table to be completed for each service covered by this AOC. Additional copies of this section are available on the PCI SSC website.

Name of Service Assessed:		Details of Requirements Assessed			Justification for Approach
PCI DSS Requirement	Full	Partial	None	<small>(Required for all “Partial” and “None” responses. Identify which sub-requirements were not tested and the reason.)</small>	
Requirement 1:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2.1: N/A - - All applications in scope of the assessment are self-developed, no default accounts exist.	
Requirement 2:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Requirement 3:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Requirement 4:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Requirement 5:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Requirement 6:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Requirement 7:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Requirement 8:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	8.5.1: N/A. Worldline Europe Merchant Services does not have access to customer premises.	
Requirement 9:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Requirement 10:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Requirement 11:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Requirement 12:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Appendix A1:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Worldline Europe Merchant Services is not a shared hosting provider.
Appendix A2:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No POS POI terminal connections are in scope of the assessment.

Section 2: Report on Compliance

This Attestation of Compliance reflects the results of an onsite assessment, which is documented in an accompanying Report on Compliance (ROC).

The assessment documented in this attestation and in the ROC was completed on:	29 Oct 2021
Have compensating controls been used to meet any requirement in the ROC?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Were any requirements in the ROC identified as being not applicable (N/A)?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Were any requirements not tested?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Were any requirements in the ROC unable to be met due to a legal constraint?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Section 3: Validation and Attestation Details

Part 3. PCI DSS Validation

This AOC is based on results noted in the ROC dated 29 Oct 2021.

Based on the results documented in the ROC noted above, the signatories identified in Parts 3b-3d, as applicable, assert(s) the following compliance status for the entity identified in Part 2 of this document (**check one**):

<input checked="" type="checkbox"/>	<p>Compliant: All sections of the PCI DSS ROC are complete, all questions answered affirmatively, resulting in an overall COMPLIANT rating; thereby <i>Worldline Europe Merchant Services</i> has demonstrated full compliance with the PCI DSS.</p>						
<input type="checkbox"/>	<p>Non-Compliant: Not all sections of the PCI DSS ROC are complete, or not all questions are answered affirmatively, resulting in an overall NON-COMPLIANT rating, thereby (<i>Service Provider Company Name</i>) has not demonstrated full compliance with the PCI DSS.</p> <p>Target Date for Compliance:</p> <p>An entity submitting this form with a status of Non-Compliant may be required to complete the Action Plan in Part 4 of this document. <i>Check with the payment brand(s) before completing Part 4.</i></p>						
<input type="checkbox"/>	<p>Compliant but with Legal exception: One or more requirements are marked “Not in Place” due to a legal restriction that prevents the requirement from being met. This option requires additional review from acquirer or payment brand.</p> <p><i>If checked, complete the following:</i></p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 35%;">Affected Requirement</th> <th>Details of how legal constraint prevents requirement being met</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Affected Requirement	Details of how legal constraint prevents requirement being met				
Affected Requirement	Details of how legal constraint prevents requirement being met						

Part 3a. Acknowledgement of Status

Signatory(s) confirms:


(Check all that apply)

<input checked="" type="checkbox"/>	The ROC was completed according to the <i>PCI DSS Requirements and Security Assessment Procedures</i> , Version 3.2.1, and was completed according to the instructions therein.
<input checked="" type="checkbox"/>	All information within the above-referenced ROC and in this attestation fairly represents the results of my assessment in all material respects.
<input type="checkbox"/>	I have confirmed with my payment application vendor that my payment system does not store sensitive authentication data after authorization.
<input checked="" type="checkbox"/>	I have read the PCI DSS and I recognize that I must maintain PCI DSS compliance, as applicable to my environment, at all times.
<input checked="" type="checkbox"/>	If my environment changes, I recognize I must reassess my environment and implement any additional PCI DSS requirements that apply.

Part 3a. Acknowledgement of Status (continued)


<input checked="" type="checkbox"/>	No evidence of full track data ¹ , CAV2, CVC2, CID, or CVV2 data ² , or PIN data ³ storage after transaction authorization was found on ANY system reviewed during this assessment.
<input checked="" type="checkbox"/>	ASV scans are being completed by the PCI SSC Approved Scanning Vendor <i>BeSecure</i>

Part 3b. Service Provider Attestation

DocuSigned by:  28FE1AFCA6824E8...	
Signature of Service Provider Executive Officer ↑	Date: 29 Oct 2021
Service Provider Executive Officer Name: Pierre Poquet	Title: Head of Security, Compliance and

Part 3c. Qualified Security Assessor (QSA) Acknowledgement (if applicable)

If a QSA was involved or assisted with this assessment, describe the role performed:	The QSA assessed all relevant PCI DSS requirements.
--	---

DocuSigned by:  1D3519071EC24C8...	
Signature of Duly Authorized Officer of QSA Company ↑	Date: 29 Oct 2021
Duly Authorized Officer Name: Tobias Weber	QSA Company: usd AG

Part 3d. Internal Security Assessor (ISA) Involvement (if applicable)

If an ISA(s) was involved or assisted with this assessment, identify the ISA personnel and describe the role performed:	-
---	---

¹ Data encoded in the magnetic stripe or equivalent data on a chip used for authorization during a card-present transaction. Entities may not retain full track data after transaction authorization. The only elements of track data that may be retained are primary account number (PAN), expiration date, and cardholder name.

² The three- or four-digit value printed by the signature panel or on the face of a payment card used to verify card-not-present transactions.

³ Personal identification number entered by cardholder during a card-present transaction, and/or encrypted PIN block present within the transaction message.

Part 4. Action Plan for Non-Compliant Requirements

Select the appropriate response for “Compliant to PCI DSS Requirements” for each requirement. If you answer “No” to any of the requirements, you may be required to provide the date your Company expects to be compliant with the requirement and a brief description of the actions being taken to meet the requirement.

Check with the applicable payment brand(s) before completing Part 4.

PCI DSS Requirement	Description of Requirement	Compliant to PCI DSS Requirements (Select One)		Remediation Date and Actions (If “NO” selected for any Requirement)
		YES	NO	
1	Install and maintain a firewall configuration to protect cardholder data	<input type="checkbox"/>	<input type="checkbox"/>	
2	Do not use vendor-supplied defaults for system passwords and other security parameters	<input type="checkbox"/>	<input type="checkbox"/>	
3	Protect stored cardholder data	<input type="checkbox"/>	<input type="checkbox"/>	
4	Encrypt transmission of cardholder data across open, public networks	<input type="checkbox"/>	<input type="checkbox"/>	
5	Protect all systems against malware and regularly update anti-virus software or programs	<input type="checkbox"/>	<input type="checkbox"/>	
6	Develop and maintain secure systems and applications	<input type="checkbox"/>	<input type="checkbox"/>	
7	Restrict access to cardholder data by business need to know	<input type="checkbox"/>	<input type="checkbox"/>	
8	Identify and authenticate access to system components	<input type="checkbox"/>	<input type="checkbox"/>	
9	Restrict physical access to cardholder data	<input type="checkbox"/>	<input type="checkbox"/>	
10	Track and monitor all access to network resources and cardholder data	<input type="checkbox"/>	<input type="checkbox"/>	
11	Regularly test security systems and processes	<input type="checkbox"/>	<input type="checkbox"/>	
12	Maintain a policy that addresses information security for all personnel	<input type="checkbox"/>	<input type="checkbox"/>	
Appendix A1	Additional PCI DSS Requirements for Shared Hosting Providers	<input type="checkbox"/>	<input type="checkbox"/>	
Appendix A2	Additional PCI DSS Requirements for Entities using SSL/early TLS for Card-Present POS POI Terminal Connections	<input type="checkbox"/>	<input type="checkbox"/>	

