Q. Why are Allstar introducing Chip & PIN technology on its fuel cards?
A. As market leader in the fuel sectors, Allstar continuously monitors developments within the UK payment card market place and the technology of fuel cards overall. As such, Allstar have now developed its fuel card products to support Chip and PIN functionality. Chip & PIN will enable Allstar to take a major step into the new generation card technology world and maintain its fuel leadership position by increasing the level of security and control on its fuel cards. This will allow Allstar to improve products and provide greater benefits to customers as well as the capability in the future to introduce new products.

Q. Are there any benefits to Allstar customers?
A. One of the key benefits of the move to Chip and PIN will be the ability to restrict purchases on the fuel card at product level, this will prevent drivers using their fuel card to purchase the incorrect or premium grade of fuel at forecourts. Customers will also be able to restrict the brand of fuel being purchased i.e. allow a customer to exclude purchases of fuel at a brand within the Allstar network such as BP or Asda.

Q. Are there any benefits to my drivers?
A. Yes, the biggest immediate benefit available to drivers is access to the growing network of Outside Payment Terminals (OPT’s) on garage forecourts which allow access to fuel at unmanned outlets in many cases 24 hours a day. Currently Allstar fuel cards without a PIN are blocked from these pumps and therefore restrict your drivers’ access to fuel.

Q. How will Chip & PIN make my fuel cards more secure?
A. Chip & PIN technology is already a proven method for commercial and consumer credit cards that contributes to the reduction of fraud and card misuse. The technology is well understood by cardholders and merchants alike and provides a simple means of preventing many of the most common types of card fraud.

Q. Are my fuel cards currently unsafe?
A. Your existing cards are very safe as we operate a comprehensive range of controls and security checks every time a card is used at one of our Allstar merchants. The introduction of Chip & PIN technology will make the implementation of controls more comprehensive and easier to deliver in the retail fuel environment including at Outside Payment Terminals (OPTs).

Q. What impact will this have on me the Allstar customer?
A. Cards will operate with a unique PIN which cardholders will need to enter at the point of sale (POS) every time they purchase fuel. We recognise that this is a significant change for Fleet Managers and their drivers and will ensure we support customers and drivers throughout the change to Chip and PIN cards.
Q. Will my drivers be able to use their Chip and PIN cards at all the same fuel sites in the UK as they do today?

A. During the pilot, the vast majority of existing Allstar sites will be enabled to accept the new chip & pin cards, however not all sites will have completed their upgrades for the pilot phase. The number of sites being rolled out to accept the new chip cards increases on a daily basis, so an up to date list will be provided to you closer to the pilot launch date. Most of the major oil company and supermarket networks are fully rolled out and those that are not are well through their upgrade programme to be ready for the full migration. It always has been and remains Allstar’s objective to have 100% of the existing network enabled for our new Chip & Pin cards.

Q. Will my drivers have to remember a PIN?

A. Yes, just as they do for their personal credit/debit cards and many other products and services that provide secure access for that individual. It is our intention to follow best practice industry standards and whilst PIN numbers will initially be static, it is the intention to allow drivers the opportunity to change the original PIN to a more memorable number using the PIN management services offered through UK bank and building society owned ATMs.

Q. What about “Bearer” cards and other driver shared cards or Vouchers?

A. We recognise that some of our products appear less well suited to individual PINs. We plan to review the requirements of all customers with those selected current products well in advance of any switch to Chip & PIN. At this stage we will establish the most suitable solutions for your needs to provide an appropriate level of access to fuel, security, control and driver convenience.

Q. Will Chip and PIN fuel cards cost more?

A. The pricing structure for the Allstar fuel card service is based on the total package offered to customers which as well as the ability to purchase fuel using a single card, includes the provision of HMRC approved invoices and comprehensive MI reporting. The card is simply the physical access “key” for drivers and any changes in pricing would be related to the features and use of the service as a whole.

Q. When are Chip and PIN cards planned to be introduced?

A. Customers will begin to migrate to Chip and PIN cards from the summer of 2014 onwards. Allstar will communicate appropriate migration timeframes with customers directly, well in advance of any changes.

Q. Will I need to have new cards?

A. Yes, as existing cards carry a magnetic strip only, we will need to issue replacement cards for all our customers. We will work closely with customers to ensure that the migration to the new cards is as simple and straightforward as possible.