

# Refusal reason mapping change log - EFTPOS

| Raw acquirer response   | Current refusal reason | Current result code | New refusal reason     | New result code |
|---|------------------------|---------------------|------------------------|-----------------|
| 06 : Error  | Acquirer Error         | Error               | Refused                | Refused         |
| 21 : No action taken  | Refused                | Refused             | Declined Non Generic   | Refused         |
| 34 : Suspected fraud  | Acquirer Fraud         | Refused             | Issuer Suspected Fraud | Refused         |
| 39 : No Credit Account  | Invalid Card Number    | Refused             | Not supported          | Refused         |
| 44 : No Investment account  | Refused                | Refused             | Not supported          | Refused         |
| 52 : No Cheque account  | Invalid Card Number    | Refused             | Not supported          | Refused         |
| 53 : No Savings account   | Invalid Card Number    | Refused             | Not supported          | Refused         |
| 92 : Financial Institution/Intermediate network not found for routing | Refused                | Refused             | Issuer Unavailable     | Refused         |
| 94 : Duplicate transmission   | Declined Non Generic   | Refused             | Refused                | Refused         |
| 95 : Reconcile error  | Refused                | Refused             | Acquirer Error         | Error           |
| 96 : System malfunction   | Refused                | Refused             | Issuer Unavailable     | Refused         |