

# Refusal reason mapping change log - Synchrony

Raw acquirer response	Current refusal reason	Current result code	New refusal reason	New result code
01 : Refer to card issuer	Refused	Refused	Referral	Refused
03 : Invalid merchant or service provider	Acquirer Error	Error	Not supported	Refused
04 : Pick up Card	Refused	Refused	Blocked Card	Refused
28 : File unavailable (Balance Inquiry)	Acquirer Error	Error	Refused	Refused
41 : Pick up Card	Refused	Refused	Blocked Card	Refused
43 : Pickup Card - stolen	Refused	Refused	Blocked Card	Refused
62 : Service Restricted	Refused	Refused	Restricted Card	Refused
92 : Communication link down (OSCAS only)	Acquirer Error	Error	Issuer Unavailable	Refused
96 : System malfunction	Acquirer Error	Error	Issuer Unavailable	Refused