



# Payment Card Industry Data Security Standard

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## **Attestation of Compliance for Self-Assessment Questionnaire D for Service Providers**

**For use with PCI DSS Version 4.0**

Revision 2

Publication Date: August 2023



## Section 1: Assessment Information

### Instructions for Submission

This document must be completed as a declaration of the results of the entity's self-assessment against the *Payment Card Industry Data Security Standard (PCI DSS) Requirements and Testing Procedures*. Complete all sections: The entity is responsible for ensuring that each section is completed by the relevant parties, as applicable. Contact the entity(ies) to which the Attestation of Compliance (AOC) will be submitted for reporting and submission procedures.

This AOC reflects the results documented in an associated Self-Assessment Questionnaire (SAQ).

Capitalized terms used but not otherwise defined in this document have the meanings set forth in the PCI DSS Self-Assessment Questionnaire.

### Part 1. Contact Information

#### Part 1a. Assessed Entity

Company name:	Kontac Digital Solution
DBA (doing business as):	Kontac Digital Solution
Company mailing address:	Pozos, Calle Corroges
Company main website:	www.kontaccr.com
Company contact name:	Carlos Coto Navarro
Company contact title:	Gerente General
Contact phone number:	506-40835570
Contact e-mail address:	ccoto@kontaccr.com

#### Part 1b. Assessor

Provide the following information for all assessors involved in the assessment. If there was no assessor for a given assessor type, enter Not Applicable.

##### PCI SSC Internal Security Assessor(s)

ISA name(s):	No aplicable
Qualified Security Assessor	
Company name:	IQ Information Quality S.A.S
Company mailing address:	Calle 118 No. 19- 52 Of. 206 Edificio ACOCENTRO
Company website:	https://www.iqcol.com
Lead Assessor Name:	Lizbeth Elena Oñoro Ramos
Assessor phone number:	(57+) 3164132965
Assessor e-mail address:	lizbeth.onoro@iqcol.com
Assessor certificate number:	206-845



## Part 2. Executive Summary

### Part 2a. Scope Verification

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

Name of service(s) assessed:		Cards Sales and Delivery Service
Type of service(s) assessed:		
<b>Hosting Provider:</b> <input type="checkbox"/> Applications / software <input type="checkbox"/> Hardware <input type="checkbox"/> Infrastructure / Network <input type="checkbox"/> Physical space (co-location) <input type="checkbox"/> Storage <input type="checkbox"/> Web-hosting services <input type="checkbox"/> Security services <input type="checkbox"/> 3-D Secure Hosting Provider <input type="checkbox"/> Multi-Tenant Service Provider <input type="checkbox"/> Other Hosting (specify):	<b>Managed Services:</b> <input type="checkbox"/> Systems security services <input type="checkbox"/> IT support <input checked="" type="checkbox"/> Physical security <input type="checkbox"/> Terminal Management System <input checked="" type="checkbox"/> Other services (specify): Distribution and transport	<b>Payment Processing:</b> <input type="checkbox"/> POI / card present <input type="checkbox"/> Internet / e-commerce <input type="checkbox"/> MOTO / Call Center <input type="checkbox"/> ATM <input type="checkbox"/> Other processing (specify):
<input type="checkbox"/> Account Management	<input type="checkbox"/> Fraud and Chargeback	<input type="checkbox"/> Payment Gateway/Switch
<input 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 type="checkbox"/> Clearing and Settlement	<input type="checkbox"/> Merchant Services	<input type="checkbox"/> Tax/Government Payments
<input type="checkbox"/> Network Provider		
<input type="checkbox"/> Others (specify):		

**Note:** These categories are provided for assistance only and are not intended to limit or predetermine an entity's service description. If these categories do not apply to the assessed service, complete "Others." If it is not clear whether a category could apply to the assessed service, consult with the entity(ies) to which this AOC will be submitted.



**Part 2. Executive Summary (continued)**

**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 (select all that apply):**

Name of service(s) not assessed: Distribution of non-financial products, Call Center.

Type of service(s) not assessed:

<b>Hosting Provider:</b> <input type="checkbox"/> Applications / software <input type="checkbox"/> Hardware <input type="checkbox"/> Infrastructure / Network <input type="checkbox"/> Physical space (co-location) <input type="checkbox"/> Storage <input type="checkbox"/> Web-hosting services <input type="checkbox"/> Security services <input type="checkbox"/> 3-D Secure Hosting Provider <input type="checkbox"/> Multi-Tenant Service Provider <input type="checkbox"/> Other Hosting (specify):	<b>Managed Services:</b> <input type="checkbox"/> Systems security services <input type="checkbox"/> IT support <input type="checkbox"/> Physical security <input type="checkbox"/> Terminal Management System <input type="checkbox"/> Other services (specify):	<b>Payment Processing:</b> <input type="checkbox"/> POI / card present <input type="checkbox"/> Internet / e-commerce <input type="checkbox"/> MOTO / Call Center <input type="checkbox"/> ATM <input type="checkbox"/> Other processing (specify):
<input type="checkbox"/> Account Management	<input type="checkbox"/> Fraud and Chargeback	<input type="checkbox"/> Payment Gateway/Switch
<input 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 type="checkbox"/> Clearing and Settlement	<input type="checkbox"/> Merchant Services	<input type="checkbox"/> Tax/Government Payments
<input type="checkbox"/> Network Provider		
<input type="checkbox"/> Others (specify):		

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

**Part 2b. Description of Role with Payment Cards**

Describe how the business stores, processes, and/or transmits account data.	Kontac acts as a service provider in the physical transport of financial products including inactive Credit Cards for personalized delivery to end users. In addition, it stores the card acknowledgement forms from the user which contains the complete PAN.
Describe how the business is otherwise involved in or has the ability to impact the security of its customers' account data.	Kontac physically protects the inactive credit cards and they are transported in customer security bags and finally delivered to the end users.
Describe system components that could impact the security of account data.	Kontac has access control systems and security cameras.



**Part 2. Executive Summary** *(continued)*

**Part 2c. Description of Payment Card 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 POI devices, databases, web servers, etc., and any other necessary payment components, as applicable.*
- *System components that could impact the security of account data.*

Receipt, preparation, custody, scheduling, dispatch and delivery of envelopes, scheduling, dispatch and delivery of security envelopes containing envelopes containing financial products, including inactive credit cards.

Indicate whether the environment includes segmentation to reduce the scope of the assessment.

*(Refer to “Segmentation” section of PCI DSS for guidance on segmentation.)*

Yes  No

**Part 2d. In-Scope Locations/Facilities**

List all types of physical locations/facilities—for example, corporate offices, data centers, call centers, and mail rooms—in scope for the PCI DSS assessment.

Facility Type	Total number of locations (How many locations of this type are in scope)	Location(s) of facility (city, country)
<i>Example: Data centers</i>	3	<i>Boston, MA, USA</i>
Financial products assembly and distribution site	1	San José, Costa Rica



**Part 2. Executive Summary** *(continued)*

**Part 2e. PCI SSC Validated Products and Solutions**

Does the entity use any item identified on any PCI SSC Lists of Validated Products and Solutions\*?

Yes  No

Provide the following information regarding each item the entity uses from PCI SSC’s Lists of Validated Products and Solutions.

Name of PCI SSC-validated Product or Solution	Version of Product or Solution	PCI SSC Standard to which product or solution was validated	PCI SSC listing reference number	Expiry date of listing (YYYY-MM-DD)

\* For purposes of this document, "Lists of Validated Products and Solutions" means the lists of validated products, solutions, and/or components appearing on the PCI SSC website ([www.pcisecuritystandards.org](http://www.pcisecuritystandards.org))—for example, 3DS Software Development Kits, Approved PTS Devices, Validated Payment Software, Payment Applications (PA-DSS), Point to Point Encryption (P2PE) solutions, Software-Based PIN Entry on COTS (SPoC) solutions, and Contactless Payments on COTS (CPoC) solutions.



## Part 2. Executive Summary *(continued)*

### Part 2f. Third-Party Service Providers

For the services being validated, does the entity have relationships with one or more third-party service providers that:

<ul style="list-style-type: none"> <li>Store, process, or transmit account data on the entity's behalf (for example, payment gateways, payment processors, payment service providers (PSPs), and off-site storage)</li> </ul>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<ul style="list-style-type: none"> <li>Manage system components included in the scope of the entity's PCI DSS assessment—for example, via network security control services, anti-malware services, security incident and event management (SIEM), contact and call centers, web-hosting services, and IaaS, PaaS, SaaS, and FaaS cloud providers.</li> </ul>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<ul style="list-style-type: none"> <li>Could impact the security of the entity's CDE—for example, vendors providing support via remote access, and/or bespoke software developers.</li> </ul>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**If Yes:**

Name of service provider:	Description of service(s) provided:

**Note:** Requirement 12.8 applies to all entities in this list.



**Part 2. Executive Summary** *(continued)*

**Part 2g. Summary of Assessment**

*(SAQ Section 2 and related appendices)*

Indicate below all responses provided within each principal PCI DSS requirement.

For all requirements identified as either “Not Applicable” or “Not Tested,” complete the “Justification for Approach” table below.

**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: Cards Sales and Delivery Service

PCI DSS Requirement	Requirement Responses				
	More than one response may be selected for a given requirement. Indicate all responses that apply.				
	In Place	In Place with CCW	Not Applicable	Not Tested	Not in Place
Requirement 1:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement 2:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement 3:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement 4:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement 5:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement 6:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement 7:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement 8:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement 9:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement 10:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement 11:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement 12:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appendix A1:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appendix A2:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Justification for Approach**





<p>For any Not Applicable responses, identify which sub-requirements were not applicable and the reason.</p>	<p>Req 1,2,4,5,6,7,8,11                  These requirements are Not Applicable since Kontac acts as a specialized courier service provider that includes physical credit card handling</p> <p>Req 3.3 -3.7                  These requirements are Not Applicable since Kontac acts as a specialized courier service provider that includes physical credit card handling</p> <p>Req 9.2.2-9.2.4                  Kontac has no technological infrastructure within this scope.</p> <p>Req 9.4.1.1-9.4.2 ,9.4.5-9.4.5.1 ,9.5                  These requirements are Not Applicable since Kontac acts as a specialized courier service provider that includes physical credit card handling</p> <p>Req 10.1 -10.6                  These requirements are Not Applicable since Kontac acts as a specialized courier service provider that includes physical credit card handling</p> <p>Req 10.7.2-10.7.3                  These requirements are best practices until March 31, 2025</p> <p>Req 12.3,12.5.2.1,12.5.3,12.6.2,12.6.3.1 ,12.6.3.2 ,12.10.4.1-12.10.5, 12.10.7                  These requirements are best practices until March 31, 2025</p> <p>Req 12.8                  This requirement does not apply since Kontac does not have third party service providers to perform the specialized messaging process that includes the physical handling of the credit cards.</p> <p>Req in Annex A1                  Kontac is not a multi-tenancy provider.</p> <p>Req in Annex A2                  Kontac does not use SSL/early TLS.</p>
<p>For any Not Tested responses, identify which sub-requirements were not tested and the reason.</p>	



## Section 2: Self-Assessment Questionnaire D for Service Providers

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Self-assessment completion date:	2024-10-03
Were any requirements in the SAQ 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 SAQ D (Section 2), dated (Self-assessment completion date YYYY-MM-DD).

Indicate below whether a full or partial PCI DSS assessment was completed:

- Full** – All requirements have been assessed therefore no requirements were marked as Not Tested in the SAQ.
- Partial** – One or more requirements have not been assessed and were therefore marked as Not Tested in the SAQ. Any requirement not assessed is noted as Not Tested in Part 2g above.

Based on the results documented in the SAQ D noted above, each signatory identified in any of Parts 3b–3d, as applicable, assert(s) the following compliance status for the entity identified in Part 2 of this document.

Select one:

<input checked="" type="checkbox"/>	<p><b>Compliant:</b> All sections of the PCI DSS SAQ are complete, and all assessed requirements are marked as being either 1) In Place, 2) In Place with CCW, or 3) Not Applicable, resulting in an overall <b>COMPLIANT</b> rating; thereby (<i>Service Provider Company Name</i>) has demonstrated compliance with all PCI DSS requirements included in this SAQ except those noted as Not Tested above.</p>								
<input type="checkbox"/>	<p><b>Non-Compliant:</b> Not all sections of the PCI DSS SAQ are complete, or one or more requirements are marked as Not in Place, resulting in an overall <b>NON-COMPLIANT</b> rating, thereby (<i>Service Provider Company Name</i>) has not demonstrated compliance with the PCI DSS requirements included in this SAQ.</p> <p><b>Target Date</b> for Compliance: YYYY-MM-DD</p> <p>An entity submitting this form with a Non-Compliant status may be required to complete the Action Plan in Part 4 of this document. Confirm with the entity to which this AOC will be submitted <i>before completing Part 4.</i></p>								
<input type="checkbox"/>	<p><b>Compliant but with Legal exception:</b> One or more assessed requirements in the PCI DSS SAQ are marked as Not in Place due to a legal restriction that prevents the requirement from being met and all other assessed requirements are marked as being either 1) In Place, 2) In Place with CCW, or 3) Not Applicable, resulting in an overall <b>COMPLIANT BUT WITH LEGAL EXCEPTION</b> rating; thereby (<i>Service Provider Company Name</i>) has demonstrated compliance with all PCI DSS requirements included in this SAQ except those noted as Not Tested above or as Not in Place due to a legal restriction.</p> <p>This option requires additional review from the entity to which this AOC will be submitted. <i>If selected, complete the following:</i></p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 35%;">Affected Requirement</th> <th style="width: 65%;">Details of how legal constraint prevents requirement from being met</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Affected Requirement	Details of how legal constraint prevents requirement from being met						
Affected Requirement	Details of how legal constraint prevents requirement from being met								



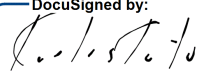
**Part 3a. Service Provider Acknowledgement**

**Signatory(s) confirms:**

*(Select all that apply)*

<input checked="" type="checkbox"/>	PCI DSS Self-Assessment Questionnaire D, Version 4.0 was completed according to the instructions therein.
<input checked="" type="checkbox"/>	All information within the above-referenced SAQ and in this attestation fairly represents the results of the entity's assessment in all material respects.
<input checked="" type="checkbox"/>	PCI DSS controls will be maintained at all times, as applicable to the entity's environment.

**Part 3b. Service Provider Attestation**

DocuSigned by:  
  
 2EC10ED3C7494B6...

<i>Signature of Service Provider Executive Officer</i> ↑	<i>Date:</i> 2024-10-11
<i>Service Provider Executive Officer Name:</i> <b>Carlos Coto Navarro</b>	<i>Title:</i> <b>Gerente General</b>

**Part 3c. Qualified Security Assessor (QSA) Acknowledgement**

If a QSA was involved or assisted with this assessment, indicate the role performed:

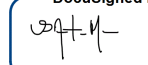
QSA performed testing procedures.

QSA provided other assistance.

If selected, describe all role(s) performed:

Firmado por:  
  
 F35C64225009473...

<i>Signature of Lead QSA</i> ↑	<i>Date:</i> 2024-10-11
<i>Lead QSA Name:</i> <b>Lizbeth Elena Oñoro Ramos</b>	

DocuSigned by:  
  
 472B68F336424D7...

<i>Signature of Duly Authorized Officer of QSA Company</i> ↑	<i>Date:</i> 2024-10-11
<i>Duly Authorized Officer Name:</i> <b>David Guillermo Angarita Morris</b>	<i>QSA Company:</i> <b>Information Quality</b>

**Part 3d. PCI SSC Internal Security Assessor (ISA) Involvement**

If an ISA(s) was involved or assisted with this assessment, indicate the role performed:

ISA(s) performed testing procedures.

ISA(s) provided other assistance.

If selected, describe all role(s) performed:



## Part 4. Action Plan for Non-Compliant Requirements

Only complete Part 4 upon request of the entity to which this AOC will be submitted, and only if the Assessment has a Non-Compliant status noted in Section 3.

If asked to complete this section, select the appropriate response for “Compliant to PCI DSS Requirements” for each requirement below. For any “No” responses, include the date the entity expects to be compliant with the requirement and a brief description of the actions being taken to meet the requirement.

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 network security controls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	Apply secure configurations to all system components	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	Protect stored account data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	Protect cardholder data with strong cryptography during transmission over open, public networks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
5	Protect all systems and networks from malicious software	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
6	Develop and maintain secure systems and software	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
7	Restrict access to system components and cardholder data by business need to know	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8	Identify users and authenticate access to system components	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
9	Restrict physical access to cardholder data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
10	Log and monitor all access to system components and cardholder data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
11	Test security systems and networks regularly	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
12	Support information security with organizational policies and programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Appendix A1	Additional PCI DSS Requirements for Multi-Tenant Service Providers	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	

