

Tokenisation - Frequently Asked Questions(Save/Secure your Card)

With regards to RBI guideline on “Tokenisation-Card Transactions: permitting Card-on-file Tokenisation (CoFT) services to enhance the safety and security of your Card Credentials.

Merchants are no longer allowed to store Credit Card details for your instant use, until you validate them on the merchant website / mobile app. Therefore, your existing saved cards on merchant’s website/ app will not be visible at the time of making payment. Refer to the RBI

Guideline:<https://bit.ly/3Paio6u>

Find enclose few items for detail understanding -

1. What is Tokenisation of cards?

- Tokenisation refers to replacement of actual card details with an alternate code called the “token”, which shall be unique for a combination of card, token requestor (i.e. the entity that accepts request from the customer for tokenisation of a card and passes it on to the card network to issue a corresponding token) and merchant

2. What will change due to this?

- Domestic merchants will no longer be allowed to store your 16-digit card number, CVV and Expiry date for processing of online transactions. This would further increase safety and security for you. Therefore, you will not see your saved cards on the merchant portal at the time of making a payment

3. What is the use and benefit of tokenisation?

- A tokenised card transaction provides better security as your card details are not shared/stored with the merchant for transaction processing. Also tokens are stored on merchants website/App so that you need not enter your card details for every transaction

4. How can token be created?

- A token can be created by initiating a request on merchant website/App
- Merchant will forward the request to RBL Bank for validation.
- Post validation a unique token will be created by your card network Mastercard/Visa
- This unique token will be saved on the requester merchant for future transaction

5. Are the customer card details safe after tokenisation?

- Actual card data, token and other relevant details are stored in a secure mode by the authorised card networks. Token requestor cannot store Primary Account Number (PAN), i.e., card number, or any other card detail

6. Is there any limit for number of tokens that can be created for a card?

- No there is no limit for token creation
- Each token created will be unique for every merchant for every card
- Cardmember can create multiple tokens for different merchants for a single card
- Cardmember can use multiple cards for token creation on a single merchant

7. How does the process of registration for a tokenisation request work?

- The registration for the tokenisation request is done only with explicit consent through additional factor of authentication (AFA) and not by way of a forced/default/automatic selection of check box, button etc. Customer will be given a choice of selecting the use card

8. Is Tokenisation mandatory?

- No. Tokenisation is not mandatory, but we encourage to tokenise your cards for enhanced security and easy checkout process on merchant website/App

9. Is there any impact on POS and Contactless transactions?

- No, there will be no change for customer for processing POS and Contactless transactions

10. Will my card number be visible on merchant website post Tokenisation?

- No, only last 4 digit of your RBL Credit Card will be visible on merchant website post Tokenisation as merchants are not allowed to store complete card number

11. Are there any charges for Tokenisation?

- No, there are no charges applicable for Tokenisation service. An amount of Rs. 2 will be debited for token creation but will be reversed to your account and will not be billed to you

12. Can a card issuer refuse tokenisation of a particular card?

- Based on risk perception, etc., card issuers may decide whether to allow cards issued by them to be registered by a token requestor / merchant