Frequently Asked Questions (FAQs) on Card-on-File Tokenization (CoFT) for Card Transactions – Effective from 01.10.2022

Attention –Important!

Effective 1st October 2022, Bank card details, already saved on Merchant Website/App will get deleted by the merchants as per the RBI mandate for enhanced card security.

As per RBI mandate, from 1st October 2022, full card number, CVV and Expiry date and any other sensitive information related to cards cannot be stored by merchants for processing online transactions.

To pay each time, full card details are entered or Card-on-File Tokenization (CoFT) should be opted. Pl refer to the following to know what is Card-on-File Tokenization (CoFT):-

1. What is Tokenization?
Tokenisation refers to replacement of actual or clear card number with an alternate code called the "Token". This shall be unique for a combination of card, token requestor (i.e. the entity which accepts request from the customer for tokenisation of a card and passes it on to the card network to issue a corresponding token) and the merchant (token requestor and merchant may or may not be the same entity).

2. Where will these Tokens get used?
Once created, the Tokenised card details will be used in place of an actual card number for future online purchases initiated or instructed by the card holder.

3. What is the benefit of Card-on-File Tokenization (CoFT)?
A tokenised card transaction is considered safer as the actual card details are not shared / stored with the merchants to perform the transaction.

4. How can the tokenisation be carried?
<u>Step 1</u> – The card holder can get the card tokenised by initiating a request on the website/app provided by the token requestor and any such similar facility provided by the merchant.
<u>Step 2</u> – The token requestor / merchant will forward the to Visa / Mastercard / Rupay, with the consent of the Customer/ Cardholder.
<u>Step 3</u> – The card networks (Visa / Mastercard / Rupay) receiving the request from Token requester, will issue a token corresponding to the combination of the card, the token requestor, and the merchant.

5. Is the Card-on-File Tokenization (CoFT) guideline applicable for Credit Debit & Prepaid cards?
Yes. Starting 1st October 2022, Credit, Debit and Prepaid cards have to be Tokenised.

6. Is Card-on-File Tokenization (CoFT) applicable for International Card on File transactions?
No. Tokenisation is applicable only for Domestic transactions.

7. How can I manage my tokenised cards?
Bank will provide a facility to the cardholders to view and manage the tokenised cards, through any of the channels like Website, Internet Banking, mobile banking, Branch. Cardholders can alternatives view and manage tokens for the respective cards through Merchant portal or through our Call center.

8. Will Card-on-File Tokenization (CoFT) have any impact on the POS transactions that the cardholder does at merchant outlets?
No. Card-on-File Tokenization (CoFT) is only required for carrying out online transactions

9. What are the charges that the cardholder needs to pay for availing this service?
The customer need not pay any charges for availing the service of Tokenising the card.

10. Who can perform tokenisation and de-tokenisation?
Tokenisation and de-tokenisation can be performed only by the card issuing Bank or Visa / Mastercard / Rupay who are referred as authorised card networks.

11. Are the customer's card details safe after Card-on-File Tokenization (CoFT)?
Actual card data, token and other relevant details are stored in a secure encrypted mode by the card issuing Bank and / or authorised card networks. Token requestor / merchants cannot store full card number or any other card detail.

12. Is tokenisation of card mandatory for a customer?
No, a customer can choose whether or not to let his / her card tokenised. If not Tokenised, starting 1st October 2022, the card holder must enter the full card number, CVV and Expiry date every time to complete their online transactions.

13. How does the process of registration for a Card-on-File Tokenization (CoFT) request work?
The registration for a Card-on-File Tokenization (CoFT) request is done only with explicit customer consent through Additional Factor of Authentication (AFA), and not by way of a forced / default / automatic selection of check box, radio button, etc.

14. Is there any limit on the number of cards that a customer can request for Card-on-File Tokenization (CoFT)?
A customer can request for Card-on-File Tokenization (CoFT) of any number of cards to perform a transaction.

15. **Can the customer select which card to be used in case he / she has more than one card tokenised?**
   For performing any transaction, the customer is free to use any of the cards registered with the token requestor / merchant.

16. **Once tokenised, how will the customer see the card details on the merchant page?**
   The customer will see the last 4 digits of the card and the Token on the merchant page.

17. **What will happen to the token once the customer's card gets replaced or renewed or reissued or upgraded?**
   The customer should again visit the merchant page and create a fresh token.

18. **Is the Card-on-File Tokenization (CoFT) needed to be done at every merchant?**
   Yes. A token must be unique to the card at a specific merchant. If the customer intends to have a card on file at different merchants, then tokens must be created at all the merchants.

19. **If the cardholder is having 3 different cards, then is the card holder expected to create 3 different tokens at the same merchant.**
   Yes. As mentioned earlier, token must be unique for a combination of card and merchant.

20. **If the cardholder has already registered for e-Mandate for Standing Instructions (SI), will it get affected?**
   If the cardholder has already registered for e-Mandate for Standing Instructions, the same will be valid and customer need not register afresh.