FAQs on Tokenization

Card holders must have noticed that, some of the Mobile Applications and Merchant Websites are offering facility to save the Cards data like Card Number, Card Holders Name, Card Expiry Date, CVV, etc. on their platforms to perform the Payment transactions quickly.

Starting from 1st October, 2022 as mandated by RBI, Clear card number, CVV, Card Expiry Date and / or any other sensitive information related to cards cannot be stored by Mobile Applications, Merchant Websites for processing online transactions. Card data must be replaced by a Token which should be generated online through algorithm process. The entire process is called Tokenisation.

The following are the FAQs for the benefits and awareness of our Bank's customers.

1. **What is "Tokenization"**
   Ans: Tokenisation refers to replacement of actual or clear card number with an alternate code called the "Token".

2. **Will the Token be visible to the Cardholder?**
   Ans: No. Token is not visible to Cardholder.

3. **Who can save the Cards as per new Guidelines?**
   Ans: Only Card Networks (like RuPay, VISA, MasterCard, Discover, American Express) and Card Issuers (TJSB Bank in our Customers Case) can now save the cards in actual or clear formats.
   All other concerned parties like Mobile Apps, Merchant Websites, Payment Acquirers (PA), Payment Gateways (PG), Acquiring Banks can save only Tokenized Cards data.

4. **What details can be saved by Mobile Apps, Merchant Websites, Payment Aggregators and Payment Gateways**
   Ans: Mobile Applications, Merchant Websites, Payment Aggregators and Payment Gateways can save only 4 digits of the actual or clear card number, Card Issuers name, Network name and the Token provided by Issuer Bank.

5. **Why Customer should tokenize the card?**
   Ans: A tokenised/secured card transaction is safer as the actual card details are not shared / stored with the Mobile Apps, Merchants to perform the transaction. Securing/Tokenisation cards helps Customer to save the hassle of inputting card details each time, i.e. if the card is not tokenized, Customer has to input all the details of the card every time when the Card is used for online shopping.

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6. **What if Customer does not Secure/Tokenise Card before 1st October 2022?**
   Ans: If Customers card is already saved on any merchant website/application, the same will be deleted before 1st October 2022. To pay each time, Customer will have to enter full card details, if he/she do not choose option of Tokenizing / Securing Card.

7. **Once Secured/Tokenised, how will I recognise my card on the merchant page?**
   Ans: Customer can recognize card using the last 4 digits of the card on the Mobile Application or merchant page which is the only detail that will continue to be stored by the merchant.

8. **Does Customer needs to Tokenized / Secure card at every Merchant?**
   Ans: Yes. A unique token is generated for every merchant. Therefore, if a Customer intends to Tokenize all the cards, he/she needs to generate token for all the cards and at all the Merchants.

9. **If Customer is having Multiple Cards, do he/she needs to generate Token for each card?**
   Ans: Yes.

10. **What are the Charges for Tokenization of Cards?**
    Ans: Tokenization Service is free.

11. **Can a Merchant Tokenize / Secure Customer's Card without Consent?**
    Ans: No. Customer has to accept and authorise the Tokenization request with explicit consent through Additional Factor of Authentication (AFA) (i.e. OTP through SMS, email, etc.)

12. **Is Tokenization applicable for International Cards?**
    Ans: No. tokenization is applicable for Domestic Online Transactions only.

13. **What will happen to the token if Customers gets his / her Card replaced or renewed or reissued or upgraded?**
    Ans: Customer has to again visit the mobile application or merchant page to create a fresh token request.

14. **Who can perform tokenisation and de-tokenisation?**
    Ans: Tokenisation and de-tokenisation can be performed only by the card issuing Bank or RuPay/ VISA / Mastercard, referred as authorised card networks.

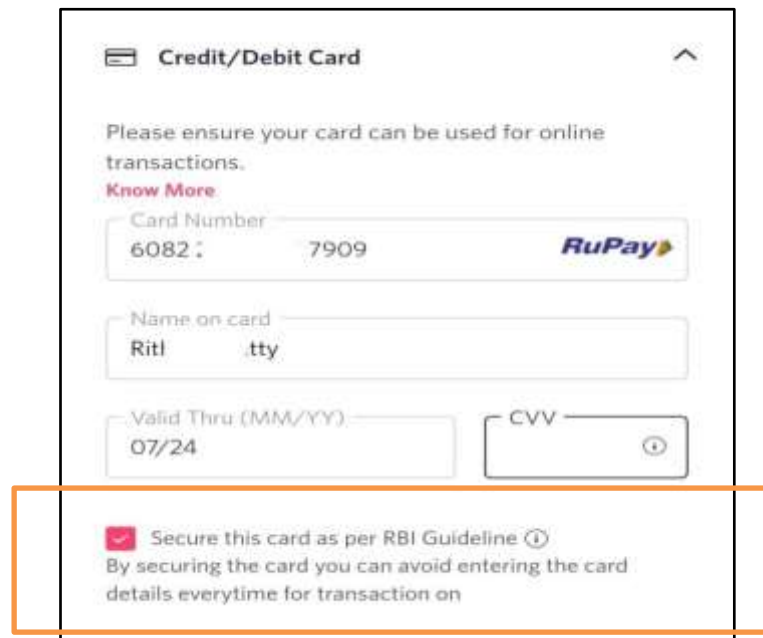15. **Are the customer's card details safe, after tokenisation?**

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Ans: 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 details. Therefore Customers Card details are safer after Tokenization.

16. How Customer can Tokenize / Secure?

Ans:

- **Step 1** – Visit your favourite online application/website to purchase grocery, pay bills or order food and initiate a transaction.
- **Step 2** – In the check-out page, select TJSB Bank Debit Card, input CVV and other details.
- **Step 3** – Tick mark the check box "Secure your Card" or "Save Card as per RBI guidelines"

- **Step 4** – Enter the OTP received on your registered mobile number for completing transaction.
- **Step 5** – Once the OTP gets authenticated successfully, You will see message as "Congratulations!!! Your card details are now secured".