

Frequently Asked Questions (FAQs)

1. What is tokenisation?

Ans. 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 which accepts request from the customer for tokenisation of a card and passes it on to the card network to issue a corresponding token.

2. What is de-tokenisation?

Ans. Conversion of the token back to actual card details is known as de-tokenisation.

3. What is the benefit of tokenisation?

Ans. A tokenised card transaction is safer as the actual card details are not shared with the merchant during transaction processing.

4. How do I tokenize my card with online Merchant?

Ans. You should follow the instructions specified by the online Merchant and follow the registration and verification flow in order to register for tokenisation and store the token with the online Merchant. Generally, the process would entail filing your card details, followed by verification via OTP and then a token will be generated associated with your card. This token will be saved by the online Merchant.

5. What are the charges that the customer need to pay for availing this service?

Ans. The customer need not pay any charges for availing this service.

6. Who are the parties / stakeholders in a tokenisation transaction?

Ans. Normally, in a tokenised card transaction, parties / stakeholders involved are merchant, the merchant’s acquirer, card payment network, token requestor, issuer and customer.

7. Are the customer card details safe after tokenisation?

Ans. Actual card data, token and other relevant details are stored in a secure mode by the authorised card networks.

8. Is tokenisation of card mandatory for a customer?

Ans. No, a customer can choose whether or not to let his / her card tokenised.

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

Ans. The registration for a tokenisation request is done only with explicit customer consent through Additional Factor of Authentication (AFA box, radio button, etc. Customer will also be given choice of selecting the use case and setting-up of limits.

10. Is there any limit on the number of cards that a customer can request for tokenisation?

Ans. A customer can request for tokenisation of any number of cards.

11. Can the customer select which card to be used in case he / she has more than one card tokenised?

Ans. For performing any transaction, the customer shall be free to use any of the cards registered with the token requestor app.

12. Is there any limit on the number of devices on which a card can be tokenised?

Ans. A customer can request for tokenisation of his / her card on any number of devices.

13. Whom shall the customer contact in case of any issues with his / her tokenised card? Where and how can he / she report loss of device?

Ans. All complaints should be made to the card issuers. Card issuers shall ensure easy access to customers for reporting loss of “identified device” or any other such event which may expose tokens to unauthorised usage.

14. Where to contact for token related queries ?

Ans. Customers may contact on the numbers 18001802345 and 01204616200 for any queries or operations related to tokenisation.
