

Credit Card & Merchant Acquiring Business Department

Tokenisation(Card on File) - FAQs

S No	Question	Answer
1	What are the RBI guidelines on saving a card on an online merchant?	As per RBI mandate, starting January 01, 2022, sensitive customer information like complete card number, CVV & Expiry date or any other sensitive information related to cards cannot be stored by merchants for processing online transactions. The merchants will remove all the details stored, by December 31, 2021. They will be allowed to store the customer's card details in the form of token post taking an AFA (Additional factor authentication, eg: OTP) from the customer. As per the new RBI guidelines, you can now safely secure your card details using tokenisation while you shop with the online merchants in a secured way.
2	What is Card tokenization in Credit Card?	Tokenization is a process of replacing Credit Card details with a unique 'token'. This will secure payments and enable future transactions without exposing any sensitive card details like card number, CVV, expiry etc.
3	What are the steps for tokenization?	Visit your online merchant's website/ app, choose the product you want to buy Select Union Bank Credit Card at checkout or enter your Union Bank Card details Select 'securely save your card' After successful authentication your card is now secure and now you can pay conveniently without entering your card details every time.
4	How to use a token?	A token once generated can be used for all future payments on the online merchant app/ website without entering your card details every time.
5	Can I tokenize my existing saved card?	Yes. You can tokenize your saved cards, depending on merchants. Merchants may either provide the option to save the card

		using tokenization while you are transacting or will prompt you post login on their website/ app to save your cards using AFA (Additional factor authentication, eg: OTP).
6	What will happen to my saved cards on online merchant app?	From January 01, 2022, all the customer card details currently saved on the online merchant app/ website will be deleted. You will have to tokenize your card once again which can be used for all future transactions or you can enter your full card number, CVV and Expiry date every time to complete the online transactions.
7	What will happen if I don't tokenize my card?	If you don't tokenize your card, every time while shopping online through website/ app, you will have to enter all the card details (card number, expiry date, CVV) to make the payment.
8	Will the merchant store my card details?	No. Merchant will not store your actual card details. A token corresponding to your card will be stored as per RBI guidelines.
