

## Frequently Asked Questions

As per the RBI guidelines on [Tokenization – Card Transactions: Permitting Card-on-File Tokenization \(CoFT\) Services](#), w.e.f. 1<sup>st</sup> July, 2022, merchants will not be allowed to store your card numbers and expiry dates for processing online transactions. Any existing details that were saved by merchants will be deleted.

To ensure continuity and the same ease of online payments for you, we encourage you to tokenize your Debit Card(s) details at your preferred website / apps soon. We, at Kalupur Bank, have ensured appropriate readiness and provisions to seamlessly tokenize your cards for your safety, security and convenience.

### 1. What is Tokenization?

Tokenization refers to the replacement of actual card details with a unique identifier called the “token”, which shall be unique for a combination of card, token requester (i.e. the entity which Accepts request from the customer for tokenization of a card and passes it on to the card network to issue a corresponding token) and merchant.

### 2. How can I tokenize my card?

You can initiate tokenization request on the merchant app / website and provide your consent. Once you enter card details and initiate transaction, you would be asked to secure your card by providing a one-time consent for tokenization. You can opt for tokenization and complete transaction with OTP. The request will be forwarded to the card network and the token will be issued corresponding to the combination of the card, token requester and the merchant. Below is the step by step process to tokenize your card.

#### **Steps to tokenize your card on merchant platform**

- Step 1: Visit merchant website or app
- Step 2: During checkout enter card details
- Step 3: Click on the check box to secure your card
- Step 4: Complete the transaction with OTP to tokenize your card

#### **alternatively, for existing saved cards on merchant platform**

- Step 1: Visit merchant website or app
- Step 2: Select saved card and click on secure your card as per RBI guidelines
- Step 3: Complete Rs.2 refundable transaction with OTP to tokenize your card

### 3. What is the benefit of tokenization?

A tokenized card transaction is considered safer as the actual card details are not stored or shared with the merchant during transaction processing. Previously, merchants were allowed to store card details such as card number and expiry, leaving sensitive information at risk of misuse. Post tokenization, merchants would be storing only the token details and not the card details. Actual card details are only available with the issuer (Kalupur Bank) and network (RUPAY). This means that even if the data ends up getting compromised at the merchant's end, your card details are safe. Since token is unique per merchant, data compromise at one merchant would not affect other merchants, unlike in the current scenario where customer is advised to replace the card.

### 4. How will the transactions be processed without card number?

Once the card is tokenized and the token details are stored at a merchant, these token details will be used to initiate online payments instead of actual card number to process transactions. You will be able to identify your card number with the last 4 digits and bank name and complete online card payments as you do currently with an OTP.

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

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

**6. Is this applicable on all cards?**

Yes. The regulation is applicable to Debit, Credit and Prepaid cards.

**7. What if I want to delete the tokenized card details from a merchant?**

You can either delete the details on the merchant app / website or reach out to the Bank to delete the token details stored with merchants. You may reach out to the Bank via the support numbers or email shared at the end of the document.

**8. Do I have an option to tokenize the card directly with the Bank?**

No, you will have to raise token requests through the merchant portal or app. Please note that a unique and different token is generated for your card/s specific to each of your preferred merchants.

**9. Does that mean I have to create tokens for every merchant?**

Yes, you will have to generate unique token at every merchant of your choice.

**10. What if I don't want to tokenize my card?**

If you do not want to tokenize your card/s, you can continue making purchases by entering the full card details for all your transactions. As per the [guidelines](#), card details will not be saved by the merchant.

**11. How does tokenization work on offline purchases?**

Offline transactions will continue to work as before. Tokenization is not required for transactions done with a physical card.

**12. How will I identify which card corresponds to which token?**

The last 4 digits of your card will be shown on merchant app / website along with the bank name. Cardholder can identify the card basis the same.

**13. What happens if I replace or renew my card?**

If your existing card is replaced or renewed, the tokens created on existing card will expire. You will need to tokenize your new card with your preferred merchants again. This is to ensure that tokens are not stored with merchants beyond the expiry date of the card.

**14. Is there a limit on the number of transactions I can do from a tokenized card?**

No, there is no limit to the number of transactions that can be done from a tokenized card.

**15. Is there a limit on the number of tokens I can generate for a card?**

No, there is no limit to the number of tokens that can be generated for a card.

**16. Do I have to tokenize both my primary and add-on cards?**

Tokenization is applicable per card per merchant. Hence, if you wish to tokenize your add-on cards, you will need to generate tokens for them at the merchant website/app.

**In case of any further concerns, please contact any of our customer care as listed below:**

- Email at [helpdesk@kalupurbank.com](mailto:helpdesk@kalupurbank.com) or 079-66215894,95,96 on working days between 9AM to 7PM
- Alternatively, you may also check the details on [www.kalupurbank.com](http://www.kalupurbank.com).