

All you need to know about Card Tokenisation

As per the RBI guidelines on Tokenisation – Card Transactions: Permitting Card - On - File Tokenisation (CoFT) Services , w.e.f. 1st 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 tokenise your Credit Card details at your preferred website / apps soon .

1. What is Tokenisation?

Tokenisation 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 tokenisation 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?

Tokenisation request can be initiated on the merchant app / website with 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 tokenisation. You can opt for tokenisation 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.

3. How will the transactions be processed without card number?

Once the card is tokenised 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.

4. What if I want to delete the tokenised card details from a merchant?

You can either delete the details on the merchant app / website or you can reach out to the bank.

5. Will every merchant require a separate token?

Yes, a unique token is required to be generated for every merchant you transact using Credit card.

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

If you do not want to tokenise your card/s, you can continue making online purchases by entering the full card details for all your transactions. However, card details will not be saved by the merchant

7. Is tokenization required for offline purchases?

Tokenisation is required for online purchase transaction only and offline purchases will continue as before.

8. 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 tokenise your new card with your preferred merchants again.

9. 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.

10. Do I have to tokenise both my primary and add-on cards?

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

Steps to Tokenise 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: During checkout, click on secure your card and your card is tokenised.