

Frequently Asked Questions

- 1. How do I register for RuPay E-commerce service?**
 - Registration for RuPay E-commerce (PaySecure) can be done during your first online transaction or on your bank's website.
- 2. Do I need to have a separate RuPay PaySecure PIN?**
 - No, you will be required to enter your existing ATM PIN during the transaction.
- 3. What if the backdrop of the PIN Pad is not a look alike of my RuPay Debit Card?**
 - The customer must terminate the transaction immediately and contact the bank to notify the issue.
- 4. What if I forget my image password?**
 - There is an option to re-register on the screen that will help customer to register the card again and choose a new image.
- 5. What if the phrase displayed is wrong?**
 - The customer must terminate the transaction immediately and contact the bank customer care to notify this issue. The phrase is displayed as an anti-phishing measure to prevent fraud.
- 6. What happens if I forget my ATM PIN?**
 - Please contact the bank to request a new ATM PIN.
- 7. What is CVD (Card Validation Data)?**
 - It's a three digit number printed on the back of the card.
- 8. What to do if my phone number is not registered with the bank?**
 - Please get in touch with your bank for registering your mobile number. Do not forget to update the same every time you change your number.
- 9. How long is the OTP valid?**
 - It varies from issuing bank to issuing bank.
- 10. Will this OTP be valid while re-trying the transaction?**
 - No, the OTP is valid only for single transaction.
- 11. Can phrase include special characters and number?**
 - Yes, phrase can include special characters and numbers. Length of phrase should not exceed 40 characters.
- 12. Why is phrase required?**
 - This unique feature plays a vital role in establishing authenticity of the web page. For subsequent transactions, the customer has to acknowledge this phrase. This is an anti-phishing feature.

13. What to do if my card gets blocked on exceeding the number of attempts to select the registered image?

- The customer needs to re-register while making a new online transaction.

14. Will I be able to use my card on ATM and POS after being blocked for online transactions?

- Yes.