

FAQ's For RuPay PaySecure

1. What is RuPay PaySecure?

RuPay PaySecure is a payment service that allows you to use your RuPay Debit-cum-ATM Card for online purchases. It allows the customer to use his / her ATM PIN to make the payment online.

2. Do I need a separate password?

No, there is no need of a password with RuPay PaySecure, instead ATM PIN is all a customer needs to have.

3. What happens if I forget my PIN?

Please contact your nearest branch where you have your account to receive a new PIN.

4. What is CVD (Card Validation Data)?

It's a three digit number printed on the back of the Card

5. How can I get my One Time Password (OTP)?

You will get it on your mobile number that is registered with the bank

6. How long is the OTP valid?

It is valid for 300 seconds

7. What happens if the screen shows an error message after entering the OTP?

Please get in touch immediately with our helpline number – 02882563984 / 85

8. Will this OTP be valid while re-trying the transaction?

No, the OTP is valid for only for the first transaction.

9. What if I forget the image selected during registration?

Click on the 'Re-register' Button shown on the screen, which will allow the customer to start from step one to register the Card again with RuPay PaySecure. The customer can now select a new image and remember for subsequent transactions.

10. What happens if I enter the wrong PIN in the PIN pad?

You can click on "cancel" and start a new transaction if the 'submit' button is not clicked. In case the customer has entered the wrong PIN and has submitted the same the transaction will be unsuccessful and the customer will be notified about the same.

11. Can I delete the wrong digit entered in the PIN pad? Or Do I have to carry out new transaction?

Yes. In case of wrong entry you can click on the 'clear' button and re-enter the PIN

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

- For the first time, the Card will get blocked for that business date and then automatically will be unblocked on the next business date.
- If it happens again, then the Card will be blocked permanently. In this case you need to re-register.
- The customer can re-register while making a new online transaction.