

FAQ

Q: What is the difference between the existing “VBV” / “MasterCard SecureCode” service and the new “One Time Password” Online Security Service?

A: The password of the existing “VBV” / “MasterCard SecureCode” service can be used repetitively, while the new “One Time Password” Online Security Service password can only be used once for a specific transaction.

Q: How much will it cost me to use the “One Time Password” Online Security Service?

A: It is free of charge.

Q: What should I do if the mobile number displayed is incorrect or my mobile number has not been registered yet?

A: You should immediately contact the BOC Credit Card 24-hour Customer Services Hotline (852)2853 8828 to update/register your mobile number. Once action completed, you can use the “One Time Password” Online Security Service accordingly.

Q: Is there any time limitation for using the “One Time Password”?

A: The “One Time Password” is time-sensitive and can only be used once in a designated period. Please complete the transaction soonest upon receipt of the One Time Password.

Q: Can I use my Intown Virtual Credit Card with the “One Time Password” Online Security Service?

A: If your Intown Virtual Credit Card is a MasterCard/VISA product you can use the “One Time Password” Online Security Service with it.

Q: Do I need to enter the “One Time Password” every time to complete the online transaction?

A: Whenever you are making payment with any of the VBV / MasterCard Securecode participating online merchants, a “One Time Password” will be sent to your registered mobile number. You are then required to enter this “One Time Password” to complete the online transaction.