

FREQUENTLY ASKED QUESTIONS ON THE ACTIVATE DURING SHOPPING SOLUTION FOR CARDS

Question: What is Activate During Shopping Solution (ADS)

Answer: ADS is a solution introduced by the bank to enable customers transact effectively and efficiently on the web through a convenient and secured means. This is achieved through the introduction of a One Time Password (OTP) to complement the static Internet PIN (IPIN) currently used for online transactions.

Question: Why Introduce the ADS Solution

Answer: The ADS solution is introduced to reduce the limitations of cardholders who cannot generate their IPINs on supported ATM terminals prior to performing online transactions or those who might have forgotten their IPINs. Also, research shows that 50% of web transactions decline because many cardholders are unable to pre-generate their IPINs on ATMs before attempting web transactions. This is as a result of lack of awareness or unavailability of supported ATMs in cardholder environs especially customers in diaspora. The ADS solution will help users overcome this hassle by generating OTPs while transacting online.

Question: How about the Internet PINs currently used for my Online Transactions?

Answer: The IPINs can still be used on all Verified by VISA (VbyV) or Secure code online terminals for debit cards but this will be further authenticated with the use of OTPs which is generated in the course of the transaction processing. However, credit card transactions will only be consummated through the use of dynamic OTPs which will replace the static IPINs.

Question: How does this affect the Various Card Variants of the Bank – Debit/Credit/Prepaid

Answer: The respective cards are affected as follows;

Debit Cards – All debit cards can transact with the use of the iPIN generated via the Diamond Bank ATM or 6 – 8 digit password generated while shopping online/website via the Solution and the Dynamic OTP. Thus, if the customer remembers his ATM generated static IPIN, the customer will proceed to generate dynamic OTP to conclude transaction else the customer generates static password via the solution while shopping online which will be used to generate the OTP.

Please note that once a cardholder generates a 6 – 8 digit password on the ADS solution, the customer may never be able to use the ATM generated IPIN again to generate dynamic OTP. The 6 – 8 digit password can be generated at any time by the cardholder.

Credit/Prepaid Cards – All credit and prepaid cards will transact ONLY with the dynamic IPIN (OTP). The use of the static IPINs/passwords will no longer be required.

Question: How do I receive the Dynamic OTP since it is required for completion of transactions?

Answer: The OTP will be sent to the cardholder's registered mobile number or email address maintained with the bank. Thus customers are required to ensure that their mobile number and email details are updated with the bank.

Question: What happens when I travel out of the country and my number is not on roaming?

Answer: The choice of medium of OTP delivery is quite flexible as it allows customers to choose if they want the OTP delivered to them either by SMS or email. For the credit cards, the OTP is sent to both customer's email and phone numbers.

Question: What is the added benefit of the dynamic OTP to me as a cardholder?

Answer: The OTP serves as a second level security authentication factor for the cardholder while performing online transactions as the cardholder's maintained mobile number and email address receives the OTP which is required to conclude the transaction.

Question: What happens when I forget to generate the IPIN on the ATM after picking up my Diamond Bank Card

Answer: The Diamond Bank Card Activate During Shopping (ADS) solution takes care of this. Simply proceed with your online transaction as a static password will be generated by you for the debit cards and OTPs sent to your registered Mobile numbers/email addresses for all cards which will be used to consummate the transaction.