

## Frequently Asked Questions for UnionPay Virtual Token (Tokenised Card)

### **Q1: What is a UnionPay Virtual Token (Tokenised Card)?**

**A1:** A UnionPay Virtual Token, also known as a Tokenised Card, is a digital token issued by OCBC to facilitate UnionPay QR and Weixin Pay QR transactions.

### **Q2: How is the UnionPay Virtual Token (Tokenised Card) issued and activated?**

**A2:** When making your first UnionPay QR or Weixin Pay QR transaction, you will be required to accept the terms and conditions and agree to activate the token. The token is issued and activated upon receiving your confirmation.

### **Q3: How do I disable my UnionPay Virtual Token (Tokenised Card)?**

**A3:** You may disable your UnionPay Virtual Token (Tokenised Card) through the OCBC app.

Simply navigate to **More > Payments & transfers > Manage UnionPay & Weixin Pay** and toggle off to disable the token. This will prevent any further UnionPay QR and Weixin Pay QR transactions until customer accepts the terms and conditions and agree to activate the token.

### **Q4: What if I want to reactivate my UnionPay Virtual Token (Tokenised Card) after disabling?**

**A4:** When making your next UnionPay QR or Weixin Pay QR transaction, you will be required to accept the terms and conditions and agree to activate the token again. The token will be enabled upon receiving your confirmation.

### **Q5: Are there fees to use UnionPay Virtual Token (Tokenised Card)?**

**A5:** No. There are no additional fees for provisioning and/or using the UnionPay Virtual Tokens (Tokenised Cards).

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