



## Frequently Asked Questions BSN Online Secured Shopping (BOSS)

### 1. What is BSN Online Secured Shopping (BOSS)?

BSN Online Secured Shopping is a new and enhanced online payment service provided by BSN using VERIFIED by VISA or MasterCard SecureCode™. It offers added protection against unauthorized usage of your BSN MasterCard or Visa Credit Card whenever you make online transactions.

### 2. What is BSN Online Secured Shopping (BOSS) Code?

BOSS Code is one-time-password which contains a numeric code that is only valid for a one time transaction when you purchase online. The BOSS Code will be sent via SMS to your mobile phone number as registered with BSN and will expire in 3 minutes.

You are required to use the BOSS Code every time you do an online purchase at participating merchants. Enrollment for this service is automatic.

### 3. How does BSN Online Secured Shopping (BOSS) works?

#### Step1:

Please ensure that your latest mobile phone number is registered with the Bank. Otherwise, Kindly call our Customer Service Centre at 1300-88-1900 to update your mobile number.

#### Step2:

Shop online at any 3D Secure merchants using your BSN credit card. Enter your credit card details as required and proceed to payment page.

#### Step3:

You will be automatically redirected to BSN's authentication page. The BOSS Code will be sent to your registered mobile number.

#### Step4:

Enter the BOSS Code at BSN's authentication page. Click "OK" to complete the authentication process.

### 4. Do I need to pay for the BOSS Code I received?

No. The service is provided free of charge.

### 5. How do I register my latest mobile phone number to receive BOSS Code?

Please contact our Customer Service Centre at 1300-88-1900 to update your latest mobile phone number.

### 6. Can my supplementary receive BOSS Code on his/her mobile number?

Yes, your supplementary cardholder can receive BOSS Code on his/her mobile phone only if it has been registered with us.

### 7. Do I need to register or enroll for BOSS Code?

You do not need to register or enroll for BOSS code. It will be automatically enrolled and you need to ensure your current mobile phone number is registered with BSN.

### 8. How long does it take to receive the BOSS Code?

You will receive the BOSS Code within 1 minute. However if you do not receive it within 1 minute, you can request for another BOSS Code by clicking the "Resend BSN BOSS Code" button.

**9. What happens if I have entered an invalid BOSS Code?**

If you have entered an invalid BOSS Code up to 3 times, a web message will pop up to inform that your card is blocked due to maximum of attempts for invalid BOSS Code entered. You will then be directed to contact our Customer Service Centre at 1300-88-1900 for assistance if you would like to continue your online transaction.

**10. After I have updated my contact details, how long do I need to wait to perform an online purchase/payment?**

You may proceed to perform your online purchases immediately.

**11. Can the same BOSS Code that I received be used for multiple online transactions in the same session?**

No, only one BOSS Code for one online transaction is allowed.

**12. What if I received a BOSS Code which I did not request for?**

For security reasons, please contact our Customer Service Centre at 1300-88-1900 immediately.