



## **FAQ's**

### **1. What is ADB verified by Visa Service(VbyV)**

A: This is an online security service introduced by Visa to make transactions via the internet platform secure.

### **2. Who is eligible for this service?**

A: All ADB Visa card customers can enroll their cards for the verified by visa service. All you need is fill a form at any ADB branch.

### **3. Can I enroll with my existing ADB Visa Card or do I need to apply for a new one to use ADB Verified by Visa Service.**

A: You don't need to apply for a new Visa card. All existing ADB Visa card holders can enroll on verified by visa.

### **4. How do I enroll my ADB Visa Card?**

A: You need to register through any ADB branch.

### **5. Can I enroll more than one ADB Visa Card?**

A. Yes, you can enroll all your ADB Visa cards on verified by visa.

### **6. After enrollment, how long does it take to be activated**

A: For security reasons, your card will be activated for the service within 24 hours.

### **7. How can I use ADB Verified by Visa Service?**

A: Your Computer simply needs an Internet access.

### **8. Where can I shop with the ADB Verified by Visa service?**

A: You can shop at any online store that has verified by Visa symbol. You can also check the list of Verified by Visa participating online stores on the internet.

**9. Are there any special requirements when setting the Verified by Visa password?**

A: The password should contain eight letters and /or numbers (with no spaces or symbols) and must be different from you user name and your old password. Please note that the password is upper and lower case sensitive. Your most recent previous passwords cannot be re-used.

- During the enrollment, you will be asked to create your own password and Personal Assurance Message for authentication.
- Upon confirmation of registration, please read and accept the Terms and Conditions

**10. What is a Personal Assurance Message (PAM)?**

A: It is an authentication of your identity when payments are made online. PAM created by the customer will appear in the ADB Verified by Visa service window whenever a customer makes online purchase. Customers should check that the PAM is correct before entering their password. This is to ensure transaction is authenticated by ADB.

**11. What if I forget my password?**

A: You may request to reset your password on the Verified by Visa page

**12. Can I change my password?**

A: You can change your password at any time on the Verified by Visa page. Your new password should contain eight letters and / or numbers (with no spaces or symbols), and must be different from your User name and your old password. Please note that the password is upper and lower case sensitive. Your most recent or previous password cannot be re-used.

**13. I have consecutively entered the wrong password for 3 times while making online purchase. Now I cannot use ADB Verified by Visa service, what should I do?**

A: You can reset your password on the verified by visa page.

**14. If I suspect my password has been stolen or is being used to make fraudulent purchases, what should I do?**

A: You can reset your password on the verified by visa page

- You should also report this to ADB Card Centre on 0302770405 as soon as possible.

**15. When I renew my ADB Visa Card, do I need to register for the service again?**

A: Yes, you will be issued with a new card number so you need to request for the service after the new card is issued.