

VIRTUAL CARD FAQs

PRIVATE BANKING

What is a virtual card?

A virtual card is a digital card that can be used for eCommerce transactions, in-app purchases, streaming services, subscription payments, QR payments via Scan to Pay on the RMB Private Bank App and contactless transactions on supported digital wallets such as Apple Pay, Google Pay, Samsung Pay, Fitbit Pay™, Garmin Pay™ and SwatchPAY!

It has additional security features making it a safe way to pay. If you must cancel your card for any reason, you can create a new virtual card immediately on the RMB Private Bank App.

How safe is the RMB Private Bank Virtual Card?

An RMB Private Bank Virtual Card can only be accessed via the RMB Private Bank App and only you (the valid account holder) should have your login details. It has a dynamic CVV which changes regularly reducing the risk of card fraud when making online, in-app or subscription purchases. You can create, cancel or temporarily block a virtual card instantly on the RMB Private Bank App.

What do I need to get an RMB Private Bank Virtual Card?

To create an RMB Private Bank Virtual Card, you need to have an RMB Private Bank Current Account, RMB Private Bank Fusion Account, RMB Private Bank Credit Card or RMB Private Bank Business Current Account, as well as the latest version of the RMB Private Bank App loaded onto your mobile device.

How much will an RMB Private Bank Virtual Card cost?

There is no cost to you for an RMB Private Bank Virtual Card.

How will I know that I can create an RMB Private Bank Virtual Card?

Open the RMB Private Bank App, tap 'Add Card' to see if your RMB Private Bank Virtual Card functionality is enabled.

Where can I create an RMB Private Bank Virtual Card?

You can only create a virtual card on the RMB Private Bank App, under the 'My Account' or 'My Cards' tabs.

Is the RMB Private Bank Virtual Card available for Android and iPhone users?

Yes, you can create an RMB Private Bank Virtual Card on both operating systems. Virtual cards are now enabled for eCommerce transactions, in-app purchases, streaming services, subscription payments, QR payments on the RMB Private Bank App and contactless transactions on supported digital wallets. These include: Apple Pay, Google Pay, Samsung Pay, Fitbit Pay™, Garmin Pay™ and SwatchPAY!

How would I create an RMB Private Bank Virtual Card?

There are two ways you can create an RMB Private Bank Virtual Card on the Banking App.

From the 'Accounts' icon

- Select the 'Accounts' icon
- Select the account you want to link to the RMB Private Bank Virtual Card
- Select 'Account Options'
- Select the 'My Cards' icon
- Tap on the 'Add Card' option
- Select the 'RMB Private Bank Virtual Card' button
- In the 'Card nickname' text box type the name to appear on the card
- Tap the 'Submit' button
- Tap 'Finish'

From the 'Cards' icon

- Select the 'Cards' icon
- Tap on the 'Add Card' option
- Tap on the 'create virtual card' option
- You can select the account you want to link the RMB Private Bank Virtual Card to in the 'Linked Account' field
- In the 'Card nickname' text box type the name to appear on the card
- Tap the 'Submit' button
- Tap 'Finish'

You will now be able to view your newly created RMB Private Bank Virtual Card in the cards list. You can copy and paste the newly created card number when making an online purchase.

Can I create an RMB Private Bank Virtual Card on any device?

No, you can only create an RMB Private Bank Virtual Card on a trusted device. You will not be able to create a virtual card on an untrusted device. This is a device that you do not use regularly to access your RMB Private Bank App, or a newly linked device which you use to access your banking app for the first time.

How can I check if my device is trusted?

- Access the RMB Private Bank App
- Select 'My profile' (on the bottom right of screen)
- Select 'Settings'
- Select 'My Devices and Browsers'

Devices and mobile browsers will be displayed under the headings 'Verified or Unverified'.

How can I verify my untrusted device?

You can verify your device by either performing a financial transaction of R300 or more via the app and your device will be verified/trusted within 7 working days, or verify with another trusted device (app downloaded) by Geo Location or QR code.

Who qualifies for an RMB Private Bank Virtual Card?

You can create a Virtual Card if you have an RMB Private Bank Current Account, RMB Private Bank Fusion Account, RMB Private Bank Credit Card or RMB Private Bank Business Account. Business Virtual Card is only available on debit and not on credit card.

How does the dynamic CVV work for subscriptions?

Subscription transactions only use the CVV for the first transaction to authenticate the card and account. Recurring transactions only validate the card number and expiry date going forward.

Can I block my RMB Private Bank Virtual Card?

Yes, you can temporarily block your RMB Private Bank Virtual Card and unblock it at a later stage. You also have the option to permanently cancel the card.

If I have blocked my RMB Private Bank Virtual Card, will my account also be blocked?

No, the account will still be active as you have only blocked the 'card' and not the account.

How can I temporarily block my virtual card?

- Access the RMB Private Bank App
- Tap on the 'Cards' icon
- Select the card to block by clicking on it
- Tap on 'Temporarily block my Virtual Card' icon
- Tap 'Confirm'
- Receive confirmation of successfully blocked card

How can I unblock my RMB Private Bank Virtual Card?

- Access the RMB Private Bank App
- Tap on the 'Cards' icon
- Select the card to 'Unblock' by clicking on the blocked card
- Tap on the 'Unblock RMB Private Bank Virtual Card' icon
- Tap 'Confirm'
- View the unblocked card on the cards profile

Why should I use an RMB Private Bank Virtual Card? What are the benefits of me using an RMB Private Bank Virtual Card?

It can be instantly generated for all active accounts and used immediately. There are no delivery hassles as it is an in-app card on your device. The RMB Private Bank Virtual Card has a dynamic CVV which changes regularly, reducing the risk of card fraud. It cannot get lost, be skimmed, damaged or stolen, though you should always be vigilant in protecting your card, account, PIN and login information. You can use an RMB Private Bank Virtual Card for convenience and safety when doing the following:

- Shopping online at multiple online merchant sites. (Please ensure that these sites are secure, always check for the https)
- It can be used as a payment method for in-app/ subscription purchases such as Uber, Netflix and Spotify™

- It can also be used for QR payments via Scan to Pay on the RMB Private Bank App and contactless transactions on supported digital wallets such as Apple Pay, Google Pay, Samsung Pay, Fitbit Pay™, Garmin Pay™ and SwatchPAY!

The RMB Private Bank Virtual Card can be kept in a blocked state and only unblocked when needed, making it more secure. The RMB Private Bank Virtual Card is valid for 5 years from the month of its creation.

Where can I view my RMB Private Bank Virtual Card details on the RMB Private Bank App?

- Access the RMB Private Bank App
- Tap on the 'Cards' icon
- You can now see the card details of the card you have selected
- You can also flip the card by swiping your finger from side to side, this motion allows you to view the Card Verification Value (CVV) number

The CVV number is required to authenticate a purchase. When you login and select an RMB Private Bank Virtual Card to transact, the CVV displayed at that time will be valid for a short period from the time you flip the card to view the CVV number. All transactions within this period will use the same CVV. When the period has expired, a new CVV will be generated and that too will only be valid for a short period.

How do I cancel my RMB Private Bank Virtual Card?

- Access the RMB Private Bank App
- Click on the 'Cards' icon
- Select the card you want to cancel by clicking on it
- Click on the 'Cancel Virtual Card' icon
- Click 'Confirm' on the 'Cancel a Card' confirmation screen
- The confirmation screen will be displayed

Do I need to activate my RMB Private Bank Virtual Card after creating it?

No, your RMB Private Bank Virtual Card is automatically activated when it is created.

Do I need a PIN when purchasing online with my RMB Private Bank Virtual Card?

No, a PIN is not required when making online purchases using a virtual card.

When will I be required to input a PIN when transacting using my RMB Private Bank Virtual Card?

You may be required to use a PIN when performing a contactless transaction. Your virtual card has its own PIN, which can be accessed via the RMB Private Bank App under the applicable virtual card.

Can I add my virtual card to PayPal?

You can link your virtual card to PayPal from the 'Forex > PayPal' icon

Can I personalise my RMB Private Bank Virtual Card?

Yes, you can have multiple RMB Private Bank Virtual Cards and give each a unique nickname - e.g. if you're only going to use the card for online shopping you can name it 'online shopping'.

How much can I spend on my RMB Private Bank Virtual Card?

The spend threshold is dependent on available funds in your corresponding transactional account and the default limit (that cannot be adjusted) which is set against your RMB Private Bank Virtual Card by the bank.

Do I have access to all the funds in the account my RMB Private Bank Virtual Card is linked to?

Yes, you will have access to available funds in your account.

Can I add an RMB Private Bank Virtual Card if I have not received my physical plastic card yet?

Yes, for debit accounts on both retail and business, you can create a virtual card on a new or active account. For credit accounts, you can only create a virtual card on an active account. The RMB Private Bank Virtual Card functions independently to the physical card.

Where can I spend with my RMB Private Bank Virtual Card?

You can make in-app and online purchases as well as streaming and subscription payments, QR payments via Scan to Pay on the RMB Private Bank App and contactless transactions on supported digital wallets such as; Apple Pay, Google Pay, Samsung Pay, Fitbit Pay™, Garmin Pay™ and SwatchPAY!

Can I view pending transactions on the RMB Private Bank App when using an RMB Private Bank Virtual Card?

Your virtual card pending transactions and transaction history will be available on your RMB Private Bank App. You can contact the Help Desk on 087 575 9411 for all transactions and related queries.

Will I get an inContact notification?

Yes, you will get an inContact notification confirming the approval or decline of a transaction as per your inContact message settings. Should you wish to confirm the processing of a transaction because you have not received an inContact notification, you can check the balance on the specific account to confirm.

Does an RMB Private Bank Virtual Card expire?

Yes, the RMB Private Bank Virtual Card has an expiry date which is 5 years from the month of its creation.

Can I have multiple RMB Private Bank Virtual Cards?

Yes, you can create multiple RMB Private Bank Virtual Cards for each transactional account you hold.

What happens when I do a credit card swap, upgrade or downgrade?

You will be required to cancel the virtual card on the old account using the RMB Private Bank App and create a new one on the new account to be able to continue transacting using a virtual card. All virtual card transaction attempts on the old account will be declined.

I made a purchase with my RMB Private Bank Virtual Card and the item I received is not what I ordered/I have not received my goods - what should I do?

The dispute process: Disputes fall into one of four classification categories which you can log with RMB Private Bank. You are required to contact the merchant and raise the enquiry with them. If you do not succeed in getting hold of the merchant after two or more attempts, you can raise a dispute with RMB Private Bank by contacting us via one of the listed contact methods:

Email address rmbprivatebankcard@rmb.co.za
Suite (+27) 87 575 9411

The contact centre agent will listen to your enquiry then send you a 'Letter of Dispute' form to complete and submit to us for further actioning.

You would need to provide proof that you have attempted to contact the merchant at least twice and have not received any form of feedback from the merchant.

A dispute will then be logged based on the dispute reason. After all checks and balances have been resolved you will be credited, and the merchant debited.

