Transaction Authentication Frequently Asked Questions (FAQs)

1. **What is Transaction Authentication?**

   Transaction Authentication is a security feature that uses eToken or Soft Token on the Mobile Banking App. It serves as the sole authentication method to approve online purchases and ecommerce transactions (Card-Not-Present).

   Note: Not yet a Mobile Banking user? Register at any of our branches near you.

2. **Why is the Bank migrating from SMS One-Time-Password (OTP) to Transaction Authentication?**

   Transaction Authentication is a more secure way of authentication. You will only be able to receive the Transaction Authentication request from your login device.

   Note: This is part of our continuous efforts to safeguard your online purchase and ecommerce transaction against fraud in line with the industry's direction to combat financial scams.

3. **Will I still receive SMS One-Time-Password (OTP) for the verification of online purchases and ecommerce transaction ?**

   Verification option of SMS OTP or Transaction Authentication is available for cardholder to choose during transition period until 22/11/2025. All non-mobile banking users are encouraged to register as Mobile Banking user soonest possible.

   Note : SMS OTP will officially sunset effective 23/11/2025.

4. **Who will be impacted and what are the transactions impacted?**

   All BOCM Debit cardholders. Cardholder who has Mobile Banking App will only be able to receive the Transaction Authentication request and cardholder who does not have Mobile Banking App will not be able to perform online purchase and ecommerce transaction.

   Note: This only impacts online purchase and ecommerce transaction. All other card transactions such as Point-of-Sales (POS) and contactless transactions are not affected by this initiative.

5. **Do I need to register my debit card to use Transaction Authentication for transaction approval?**

   You are not required to register your debit card to use Transaction Authentication. It will be linked to your Mobile Banking App as long as you are a Mobile Banking user and your Debit Card is linked to your Mobile Banking App.

6. **If I do not want to use Transaction Authentication, how do I deactivate Transaction Authentication to use SMS OTP back?**

   Transaction Authentication cannot be deactivated as it is part of our security measures to ensure a secure banking environment for you and the bank has migrated SMS OTP to Transaction Authentication via Mobile Banking App.

7. **What if there is a scheduled system maintenance to Mobile Banking App?**

   In the event where the Mobile Banking App is under a scheduled system maintenance, you will not be able to perform online purchases and ecommerce transactions.

8. **If there is no internet connection, will I still receive Transaction Authentication?**

   No. When your internet connection resumes, you may find your Transaction Authentication request in the "Inbox" or "Transaction Authenticate" button on the front/landing page.

9. **Will I still receive Transaction Authentication request if the Mobile Banking App's notifications are turned off?**

   Yes, you will still receive the Transaction Authenticate request. All of your request will be stored and you can easily access by pressing the "Inbox" and "Transaction Authenticate" button on the front/landing page.

10. **How do I approve transaction using Transaction Authenticate?**

    Effective 23/11/2025, Transaction Authentication will be the only authentication method to approve all Debit Cards online purchase transaction (Ecommerce/Card-Not-Present), please follow the steps below:

    Step 1: Proceed to make payment for your online purchase using your Debit Card. A push notification will be sent to your Mobile Banking App.
    Step 2: Check your device and tap on the Transaction Authentication request.
    Step 3: Verify the transaction details and approve the transaction using the eToken or Soft Token to complete the process.