Enhanced Security Process for Commercial Card Internet Purchases

• Effective on 2 November 2018, a new Strong Customer Authentication (SCA) security process will be introduced for Internet purchases made with EMEA Bank of America Merrill Lynch branded commercial cards.
• Commercial card Internet purchases refer to online card purchases, e.g. online card payment for train tickets from the merchant’s website.
• When the cardholder makes a commercial card Internet purchase, a one-time passcode (OTP) will be sent via SMS text message to the cardholder’s registered mobile phone number. The OTP needs to be entered along with the card credentials to complete the purchase.
• If cardholders do not provide a mobile phone number, Internet purchases may be declined as the OTP will not be delivered and SCA not being completed. We encourage cardholders to provide a corporate mobile phone number where available, otherwise a personal mobile phone number is acceptable. As per our privacy notice, we may need to collect and process Personal Data in order to provide the requested service. The cardholder Data Privacy Notice covers telephone number and any Personal Data collected will be used for legitimate business purpose only; in this case to facilitate Internet purchases and comply with the regulation.
• This is a regulatory requirement under the European Banking Authority (EBA) Guidelines on the Security of Internet Payments and Second Payment Services Directive (PSD2) that obligates the Bank to ensure cardholders complete SCA for commercial card Internet purchases. There are certain transactions that do not require SCA - please refer to the Frequently Asked Questions for further details.
• There is no change for point-of-sale transactions and cardholders will continue to use their card and enter their PIN for authentication.

How does SCA work?

A cardholder makes an Internet purchase and enters the card credentials on the checkout screen
A one-time passcode (OTP) is sent via SMS text message to the cardholder’s registered mobile phone number
A screen will appear requesting for the OTP. Enter the OTP to complete the payment

• This SCA process will replace the Mastercard SecureCode currently used for Internet purchases. Put simply, if a transaction currently requires Mastercard SecureCode, in the future it will typically require SCA.
• Most Internet bookings done via the online booking tool provided by the Travel Management Companies (TMCs) will not require SCA as they use Global Distribution Systems (GDS) to book the transactions. In addition, Lodge card, Virtual card and mail order / telephone order will not require SCA. Please refer to the Frequently Asked Questions for further details.
• SCA is required when the booking is done directly via the merchant’s website, e.g. online card payment for train tickets from the merchant’s website.
Sample OTP screen

During the Internet purchase checkout process, a screen will appear requesting for the OTP. The cardholder will need to enter the correct OTP to complete the payment.

Sample OTP SMS text message

The OTP is a 6 digit numeric code. The SMS text message includes the OTP, transaction currency, transaction amount, merchant name and the last 4 digits of your commercial card.

<xxxxxx> is the OTP for your transaction of <currency> <amount> at <merchant> on your card ending <xxxx>
Frequently Asked Questions

What is Strong Customer Authentication (SCA)?
What does it mean for commercial card clients?
What is considered as commercial card Internet purchase?
When will SCA be effective?
What is the benefit of SCA?
Which clients/cardholders will be impacted?
Are there any actions that clients/cardholders will need to take?
Is SCA a mandatory requirement?
Will every commercial card Internet purchase require SCA?
Is SCA required for booking via Travel Management Companies (TMCs)?
Is there another method to complete SCA other than SMS text message?
Can cardholder use a personal mobile phone number?
How does this relate to data privacy and GDPR?
What happens if a cardholder does not provide a mobile number or provides a wrong number?
Can the OTP be sent to another mobile phone number?
Can the OTP be sent to multiple mobile phone numbers?
What happens if the cardholder enters an incorrect OTP?
How long is the OTP valid for?
Can a new OTP be regenerated / resent?
Will point-of-sale transactions be impacted by SCA?
Which regulations require SCA?
Who should I contact for assistance?
Bank of America Merrill Lynch
Strong Customer Authentication Guide

What is Strong Customer Authentication (SCA)?
SCA is a regulatory requirement which enhances the security process for Internet purchases. It requires an authentication based on the use of two or more elements categorised as knowledge (something only the user knows), possession (something only the user possesses) and inherence (something only the user is) that are independent.

What does it mean for commercial card clients?
When a cardholder makes an Internet purchase, a one-time passcode (OTP) will be sent via SMS text message to the cardholder’s registered mobile phone number. The OTP is unique per transaction and is linked to the amount of the transaction and the beneficiary. The card number, expiry date and CVV are considered as the knowledge element and the OTP is considered as the possession element; both of these elements need to be entered correctly to complete the payment. This process will replace the Mastercard SecureCode currently used for Internet purchases.

What is considered as commercial card Internet purchase?
Commercial card Internet purchase refer to online card purchase, e.g. online card payment for train tickets from the merchant’s website. This does not include making an Internet payment to settle outstanding commercial card balance.

When will SCA be effective?
This enhanced security process will be introduced on 2 November 2018.

What is the benefit of SCA?
The SCA process will improve security and protect clients/cardholders from fraudulent activities.

Which clients/cardholders will be impacted?
This SCA process will apply to all Bank of America Merrill Lynch branded commercial cards issued in EMEA. This does not impact non-EMEA issued card and if an US cardholder travels to EMEA and makes an Internet purchase, it will not require SCA.

Are there any actions that clients/cardholders will need to take?
Yes, cardholder mobile numbers will have to be registered. We will need an accurate mobile phone number for each cardholder, otherwise Internet purchases may be declined as the OTP will not be delivered. If we do not yet have the cardholder’s mobile phone number, separate communications have been sent to the cardholders via email with the registration instructions. We encourage cardholders to follow the instructions to register their mobile phone numbers or contact Bank of America Merrill Lynch Global Card Services for assistance.

Is SCA a mandatory requirement?
Yes. This is a regulatory requirement and it is not possible to opt out from SCA. Cardholders will need to complete SCA for all commercial card Internet purchases except for certain transactions. Please refer to further details on the next question.
**Will every commercial card Internet purchase require SCA?**

SCA is required when the booking is done directly via the merchant’s website, e.g. online card payment for train tickets from the merchant’s website. The following transactions will **not** require SCA:

1. Booking via Travel Management Companies (TMCs) – refer to details on the next question
2. Certain low risk transactions based on a risk score we calculated for each transaction
3. Lodge card
4. Virtual card
5. Mail order and telephone order

**Is SCA required for booking via Travel Management Companies (TMCs)?**

SCA is not required when it is done via the online booking tool provided by the Travel Management Companies (TMCs) as they use Global Distribution Systems (GDS) to book the transactions. SCA is required when the booking is done directly via the merchant’s website, e.g. online card payment for train tickets from the merchant’s website. The SCA process will replace Mastercard SecureCode, which means these transactions are already going through additional authentication but the process will change. Put simply, if a transaction currently requires Mastercard SecureCode, in future it will typically require SCA. If your TMC is booking a trip on behalf of you directly via the merchant’s website, SCA may be required – if you are unsure, please check with your TMC.

**Is there another method to complete SCA other than SMS text message?**

No. Currently, the BAML solution is OTP via SMS text message to complete SCA. We plan to roll out alternative authentication methods in 2019 and more details will be provided prior to any launch.

**Can cardholder use a personal mobile phone number?**

Yes. Although, we encourage cardholders to provide corporate mobile phone number where available, a personal mobile phone number can be registered for SCA. If cardholders do not provide a mobile phone number, Internet purchases may be declined as the OTP will not be delivered and SCA not being completed. The cardholders will need to call Global Card Services to register their mobile phone numbers. Upon registration, cardholders will immediately be able to receive the OTP to complete the transaction again.

**How does this relate to data privacy and GDPR?**

As per our privacy notice, we may need to collect and process Personal Data in order to provide the requested service. The cardholder [Data Privacy Notice](#) covers telephone number and any Personal Data collected will be used for legitimate business purpose only; in this case to facilitate Internet purchases and comply with the regulation.

**What happens if a cardholder does not provide a mobile number or provides a wrong number?**

The OTP can only be sent to a pre-registered mobile phone number in advance. Cardholders will not be able to enter their mobile number during Internet purchases. If there is no mobile number on file, the transaction may be declined and a “contact us” screen will be displayed. If the mobile phone number is incorrect or has been changed, cardholders will be prompted to enter the OTP but will be unable to complete the transaction. Cardholders will need to call Global Card Services to register or change their mobile numbers. Once we have updated the cardholder’s mobile phone number, the cardholder will immediately be able to receive the OTP to complete the transaction.
Can the OTP be sent to another mobile phone number?
No, the OTP will only be sent to the cardholder’s registered mobile phone number. If the cardholder wishes to change their registered mobile phone number, this can be done by calling Global Card Services.

Can the OTP be sent to multiple mobile phone numbers?
No, the OTP will only be sent to the cardholder’s registered mobile phone number and only one number is permitted.

What happens if the cardholder enters an incorrect OTP?
The correct OTP must be entered to complete the payment. The cardholder is given 5 attempts to enter the correct OTP. If it is not entered correctly, the card will be blocked for online transactions and the cardholder will need to call Global Card Services to unblock it. The block will not affect point-of-sale transactions.

How long is the OTP valid for?
Each OTP is valid for 10 minutes.

Can a new OTP be regenerated / resent?
Yes, on the screen where the OTP is entered, there is a “Resend” button. The maximum number of attempts the cardholder can request for resending a new OTP is 3 times for each Internet purchase.

Will point-of-sale transactions be impacted by SCA?
No, there is no change for point-of-sale transactions and cardholders will continue to use their card and enter their PIN for authentication.

Which regulations require SCA?

Who should I contact for assistance?
Please contact Global Card Services on 00800 0456 7890 / +44 (0)207 839 1481 for assistance.