Temporary suspension of mobile payment

From 15 December 2016, 11.59 p.m., the online purchased tickets temporarily cannot be paid with mobile payment due to legislative requirements. Mobile payment is expected to be possible from the summer of 2017, through the National Mobile Payment System. Until then you can safely pay for your online purchased train tickets with credit card.

If you cannot travel, and you have a pre-purchased ticket paid from mobile phone balance, you can refund the ticket the usual way. That is:

- E-train-tickets can be refunded online, no later than 1 hour before the validity of the ticket begins.
- Tickets purchased with collection from vending machine can be refunded online before ticket collection until the end of validity period, surcharge and/or seat reservation valid for a certain train no later than 1 hour before the indicated departure time.
- Tickets collected from the ticket vending machines can be claimed within the deadlines and according to the terms specified in the Terms & Conditions at the booking offices of MÁV-START.

The value of the refunded tickets will be credited to the cell-phone balance used for payment even after 16 December.

Credit card payment:

OTP Bank Plc. provides the card acceptance service for MÁV-START Co. through its secure card acceptance system using SSL protocol. When you pay with credit card, you will be redirected to the payment site of OTP Bank, so the payment process is done on a site that is operated in accordance with the terms and safety rules of the international credit card companies. MÁV-START does not store or process or has access to any bank card or bank account related data (e.g. card or account number, expiry date, etc.)

To increase the security of the online credit card payment, Verified by Visa / MasterCard Secure Code (VbV/MSC) service is available on the payment site of OTP Bank. It means that you can provide an additional identifying code to your card issuing bank, which has to be entered on the website of the card issuing bank. The card issuing bank authorises the payment only if the right code has been entered. You can apply for the VbV/MSC service at your card issuing bank.