

Samsung Pay FAQs



How do I add my card to Samsung Pay?

- 1) Open the Samsung Pay App
- 2) Touch **ADD** or, if this is the first payment card being added, touch **Add a credit or debit card**. (NOTE: Only RBCU Visa debit available at this time).
- 3) Using the camera, align your card inside the frame to automatically detect the card number and expiration date.
(If your camera cannot detect card details, select **Enter card manually** to fill them in.)
- 4) Fill in the remaining information and select **Next**.
- 5) If requested, enter your billing address and select **Save**.

What do I need to use Samsung Pay?

To use Samsung Pay, you need:

- A compatible Samsung device*
- A supported payment card from a participating bank or a supported gift card
- A Samsung account
- A registered fingerprint or Samsung Pay PIN

* = Available on Galaxy S6, Galaxy S6 edge, Galaxy S6 edge+, Galaxy S6 active, Galaxy Note5, and other select Samsung devices.

What differentiates Samsung Pay from Android Pay™ and Apple Pay™?

Samsung Pay uses **both** NFC (Near Field Communication) and MST (Magnetic Secure Transmission) technology. Together, these technologies are extremely widespread. Thus, nearly every merchant - even the smallest "Mom and Pop shops" - can accept Samsung Pay.

Often, the merchants don't even know it! In those cases, urge them to let you give Samsung Pay a try! You might just be the first customer to show a store how easy Samsung Pay can be.

Android Pay and Apple Pay, on the other hand, rely on merchants having Near Field Communication (NFC) technology to make contactless payment. Thus, that service is limited to merchants with NFC-enabled payment terminals. Merchants are required to upgrade to a new payment terminal with NFC capabilities in order to accept either Android Pay or Apple Pay.

Can I use Samsung Pay at an ATM?

No. Samsung Pay will not work at ATMs (Automated Teller Machines).

In addition to ATMs, Samsung Pay will not work with card readers where it is necessary to insert your card into the reader. These types of card readers are commonly found at gas stations (pump stations), bus/train stations, and vending machines.

What should I do if my Samsung Pay equipped device is lost or stolen?

Your payment information is not accessible without your fingerprint or Samsung Pay PIN. For added security, the Samsung **Find My Mobile** service can remotely lock or erase your payment cards in Samsung Pay. Alternatively, you can choose to erase your entire device and/or removable storage.

Can I use gift or loyalty cards with Samsung Pay?

Yes, but you will need to bring up the app and have the merchant scan the barcode on your phone.