

# SAMSUNG PAY | FREQUENTLY ASKED QUESTIONS

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## OVERVIEW

### **What is Samsung Pay?**

Samsung Pay is a safe and simple way to make mobile payments with select Samsung Galaxy phones, and it works at virtually any retailer where you can swipe or tap the card.

### **Where can I use Samsung Pay?**

Samsung Pay works virtually anywhere your member can swipe or tap the card where the Samsung Pay logo displays:



### **How do I get Samsung Pay?**

Samsung Pay will be automatically installed through a software update on Android compatible devices, or it can be found in your Google Play store.

### **Can Samsung Pay be used to make online or in-app purchases?**

Not at this time. Please visit <http://www.samsung.com/pay> for any updates on online or in app purchases.

### **Will I need to have an active Internet connection for Samsung Pay to work?**

An active Internet connection is not required to make in-store purchases, but the phone should connect to the Internet at least once per day to ensure that Samsung Pay stays up to date and remains active. There is a limit of 10 authentications/ transactions during a period without Internet access, after which the phone will need an Internet connection before additional authentications will process. Samsung Pay does require an active Internet connection to activate the app or add a new card.

### **How can I add my Honda FCU Credit Card to Samsung Pay?**

Cards can be easily added to Samsung Pay by using the phone's camera to scan in the card's information, or by manually inputting the card information. Then, Samsung Pay will prompt you to verify the identity through a text message or email.

### **How many cards can I add into Samsung Pay?**

You can add up to 10 cards using Samsung Pay.

### **Can Samsung Pay be used internationally?**

Yes, provided you notify Honda FCU of your travel. You can report your travel plans by giving us a call at 1-800-634-6632.

## SECURITY

### **Is Samsung Pay secure?**

Samsung Pay uses Tokenization and Samsung KNOX to secure the payment information. Additionally, the member's fingerprint or passcode is required to authorize in-store purchases. You still enjoy all the benefits of your Honda FCU Visa credit card, which includes our Zero Liability policy that protects you from unauthorized Visa purchases.

### **What should I do if my device is lost or stolen?**

If your device is lost or stolen, you can use Samsung's Find My Mobile service to find it. The cards and payment information on Samsung Pay will remain safe and secure, but they also have the option of disabling cards remotely. You can also call Honda FCU at 1-800-634-6632 option 2 and then option 3 for Digital Wallet assistance.

### **What if we need more information on Samsung Pay?**

Please visit <http://www.samsung.com/pay>

