

Google Pay – Frequently Asked Questions

Question **What is Google Pay?**

Answer Google Pay provides owners of Google® devices the ability to use their Google phone to make in store or in-app payments using an eligible Notre Dame FCU debit or credit card.

Question **How do I get Google Pay?**

Answer Google Pay may be preloaded on select devices. If your device does not have the app, simply [download it from Google Play](#). Google Pay requires that you sign-into your Google account before you register any credit/debit cards. During setup of Google Pay, you will be prompted to create a Google Pay PIN, pattern, or password. For select devices running Google Marshmallow 6.0 or later, you may use your fingerprint to verify transactions.

Question **How is my information protected when using Google Pay?**

Answer When you use your phone to pay in stores, Google Pay doesn't send your actual credit or debit card number with your payment. Instead we use a virtual account number to represent your account info – so your card details stay safe and secure.

Question **Is Google Pay free to use?**

Answer There is no cost for Google Pay from Notre Dame FCU.

Question **How do I add my physical Notre Dame FCU card to Google Pay?**

Answer Choose the Google Pay icon, and log in using your Google account information. If you do not already have a Google account, you can create one. Once logged in you can, touch ADD CARD in the Google Pay app to begin the process of adding your card.

Question **Will my Notre Dame FCU card image look the same?**

Answer Your card image is a digital representation of your physical Notre Dame FCU credit or debit card. The image you see may not be an exact copy of your card.

Question **How do I make a purchase in a store?**

Answer Once your eligible Notre Dame FCU card is registered to Google Pay, you may select Google Pay as your default wallet. Once Google Pay is the default wallet, paying is as simple as unlocking your device and holding the device up to the NFC contactless reader at the store. Google Pay will indicate that you are ready to make a payment. Hold the phone above the NFC contactless reader on the payment terminal. The two devices should be almost touching.

Question **How do I make a purchase in an app?**

Answer When shopping in your favorite app or on Chrome, just choose Google Pay at checkout.

Question **What will an Google Pay transaction look like on my statement?**

Answer Google Pay transactions will appear the same as any other credit or debit transactions.

Question **If I have a card with a Smart (EMV) Chip, will it work with Google Pay?**

Answer Google Pay works with Smart Chip cards.

Question **How can I change my default card in Google Pay?**
Answer The first card added in Google Pay would be the default card for payment. It will show as the first card in the list at the top of the screen. The default card will also be noted with “default card”. To change your default card, select the card that you would like to make the default, and click “set as default”.

Question **How can I remove a card from Google Pay?**
Answer When in the Google Pay app, you can touch your card to view the Card details, and select remove card option.

Question **If I receive a replacement card, do I need to update the information with Google Pay?**
Answer When a card enrolled in Google Pay expires or is replaced due to loss, theft or fraud, and you receive a replacement, you'll need to remove that card and add your new replacement card.

Question **What happens if I replace or update my Google Pay device?**
Answer If you replace or update your device, your cards will not be transferred automatically. You will need to set up Google Pay again and re-add your cards on the new device.

Question **What if my card is lost or stolen?**
Answer If your card has been lost or stolen, call us immediately at 1-800-522-6611.

Question **What if my device is lost or stolen?**
Answer If your phone is lost or stolen, you can lock your phone and suspend Google Pay by using the [Google Device Manager](#). You can also call Notre Dame FCU, and we'll assist you with suspending the cards in Google Pay, allowing you to continue to use your plastic cards.

Question **Can I lock Google Pay?**
Answer Google Pay is locked when the device is locked. A PIN or Fingerprint is required per transaction to use Google Pay.