

Samsung Pay – Frequently Asked Questions

Question **What is Samsung Pay?**

Answer Samsung Pay provides owners of select Samsung Galaxy devices the ability to use their Galaxy phone to make payments almost anywhere you can swipe or tap your Notre Dame FCU debit or credit cards.

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

Answer Samsung Pay is available with Note 10, Note 10+, Galaxy A70, Galaxy A80, A30s (NFC*), A50s (NFC*), Galaxy S10+, Galaxy S10, Galaxy S10E, Galaxy A70, Galaxy Note9, Galaxy S9+, Galaxy S9, Galaxy Note8, Galaxy S8+, Galaxy S8, Galaxy S7 edge, Galaxy S7, Galaxy S6 edge+, Note 5, Galaxy A8+, Galaxy A7 (2017), Galaxy A5 (2017), A5 (2016), A7 (2016), Galaxy A9 Pro and Galaxy J7 Pro. The app is not available on unsupported devices.

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

Answer Tokenization creates a unique randomized set of numbers to be used at each new transaction, so your real card number is never used from your phone.

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

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

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

Answer Choose the Samsung Pay icon, and log in using your Samsung account information. If you do not already have a Samsung account, you can create one. Once logged in you can, touch ADD CARD in Samsung 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?**

Answer Once your eligible Notre Dame FCU card is registered to Samsung Pay, you may activate the Simple Pay feature of Samsung Pay by swiping your screen from the bottom, just above the Home key, towards the top of the screen. The most recently added or used card is displayed. Swipe left or right to scroll through your registered payment cards. When you have the desired card selected, place your finger on the Home key to verify your fingerprint or touch ENTER PIN to enter your Samsung Pay PIN. Samsung Pay will indicate that you are ready to make a payment.

For NFC Payments

1. Hold the phone above the NFC reader on the payment terminal
2. Align the camera with the NFC logo
3. The two devices should be almost touching

For MST Payments

1. Hold the phone closely to the terminal
2. Align the camera to face the magnetic stripe card reader
3. The two devices should be almost touching

- Question** **What will a Samsung Pay transaction look like on my statement?**
Answer Samsung 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 Samsung Pay?**
Answer Samsung Pay works with Smart Chip cards.
- Question** **How do I know which card is my default card?**
Answer You do not have the ability to set a default card in Samsung Pay. The last card used or viewed would be the card defaulted for payment. You can swipe left and right to scroll through your payment cards and select the one you want to use for payment.
- Question** **How can I remove a card from Samsung Pay?**
Answer When in the Samsung Pay app, you can touch your card to view the Card details, and also select the delete option.
- Question** **If I receive a replacement card, do I need to update my information?**
Answer Whether your card is replaced because it is lost or stolen, or if the card has expired, in most cases your new card will be automatically associated to the existing Digital Account Number (Token) in your device, and continue to be used for payments in Samsung Pay. If, for some reason, Notre Dame FCU could not re-add your new card to the existing Digital Account Number (Token), you will see a notation in the Samsung Pay App that the card is not active for use. You can then re-add your card, as you did initially to make it active again.
- Question** **What happens if I replace or update my Samsung Pay device?**
Answer If you replace or update your device, deactivating your old device will delete the Digital Account Number (Token) associated with the old device. You will then have to register your cards to your new device to use Samsung Pay.
- 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 suspend Samsung Pay by using the “Find My Mobile (FMM)” through Samsung or contacting Samsung directly. You can also call Notre Dame FCU, and we’ll assist you with suspending the cards in Samsung Pay, allowing you to continue to use your plastic cards. If you find your phone, you can unsuspend Samsung Pay by following the prompts on your phone or via “FMM”.
- Question** **Can I lock Samsung Pay?**
Answer Samsung Pay is locked when the device is locked. A PIN or Fingerprint is required per transaction to use Samsung Pay.