

Samsung Pay Q&A

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A. Samsung Pay Application & its Utilization

Q: Which BOC credit card product should I use for the Samsung Pay service?

A: You can use any personal BOC VISA and BOC MasterCard (be it a main or an additional card) for Samsung Pay service.

Q: How do I apply for Samsung Pay service?

A: Simply start the Samsung Pay App on your device, tap “Add Card” and use the camera of your device to capture your card details, and then enter other information manually when prompted. Once the card has been added to your Samsung Pay Device, you can input the One Time Password which is sent by BOC Credit Card via SMS to activate the Samsung Pay service.

Q: Where will Samsung Pay be accepted for payment?

A: With Samsung Pay enabled device, you can use it for payment at any point of sale where the merchant is fitted with a Visa or MasterCard POS terminal or VISA payWave or MasterCard contactless payment reader in Hong Kong or elsewhere globally.

Q: How do I use Samsung Pay within Apps?

A: The service is not currently available. Samsung Pay is focused on enabling simple and secure in-store payments. Online and in-app purchases will be considered for future releases of Samsung Pay.

Q: Is there any transaction amount limit preset for Samsung Pay?

A: The transaction amount limit for Samsung Pay shall depend on the available credit limit of your credit card account.

Q: Will Samsung Pay transactions be posted to my monthly statement?

A: Yes, Samsung Pay transaction will all be posted to your credit card account and displayed on your monthly statement that follows.

Q: Where and how can I view my Samsung Pay activities?

A: You can view the latest 10 processed transactions by selecting the card on your device. Samsung Pay transactions shown on monthly statement; you may also review Samsung Pay transactions through internet banking or mobile banking. All Samsung Pay transactions will be indicated by “++” under transaction description.

Q: Are Samsung Pay transactions entitled to reward Gift Points in the same manner as other card spending?

A: Yes, you can earn Gift Points with Samsung Pay spending. Please refer to Instant Rewards Terms and Conditions for detail.

Q: How can I remove my card information from Samsung Pay?

A: You can remove your card information from Samsung Pay using your fingerprint or iris or a 4-digit Samsung Pay specific PIN.

Q: If I receive a replacement or renewal card, do I need to update my card information with Samsung Pay?

A: You have to re-register for Samsung Pay with detail from the replacement card or the renewal card.

Q: How do I set a BOC Credit Card as default card for my Samsung Pay?

A: There is no "default card" facility in the Samsung Pay service. When you open the app or activate the favourite cards by swiping up from the Home Key on supported screens, the first card displayed is either the last card you registered or the last card you viewed or used.

Q: Can I continue to use Samsung Pay services after replacing my old Samsung Pay device with a new one?

A: Yes, you can continue to use Samsung Pay by simply adding the card detail to Samsung Pay App within your new Samsung device.

B. Security Information

Q: Are Samsung Pay services secure?

A: Samsung Pay uses Tokenization, a Secure Environment, and Samsung KNOX to secure your payment information. Additionally, you verify either your registered iris or fingerprint or a 4-digit Samsung Pay specific PIN when making payments. So only you can make payments from your Samsung Pay Device.

Q: What should I do if I lose my Samsung Pay device?

A: If your Samsung Pay device is lost or stolen, you can use the Samsung's Find My Mobile (<https://findmymobile.samsung.com>) service on an available device to lock Samsung Pay or to Wipe Samsung Pay. Also, you should immediately contact us at (852) 2544 2222 to report the loss of your Samsung Pay device.

Q: What should I do if I lose my BOC Credit Card?

A: Please call our 24 hour Lost card Reporting Hotline: (852) 2544 2222 to report the loss of BOC Credit Card. We will help you block the usage of the lost BOC Credit Card. You should also delete the related card information from your Samsung Pay device.