

## Samsung Pay - Frequently Asked Questions

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### 1. What is Samsung Pay?

Samsung Pay is a mobile payment service developed by Samsung and is one of the key features in Samsung Wallet Application. With Magnetic Secure Transmission (MST) and Near Field Communication (NFC) technologies, it makes mobile payment works in most POS terminals (including traditional swipe-card terminal and contactless card reader).

### 2. What are the device requirements of Samsung Pay?

Compatible Samsung devices are being continuously updated, please visit Samsung Pay official website ([www.samsung.com/hk\\_en/samsungpay/](http://www.samsung.com/hk_en/samsungpay/)) to browse the latest supporting devices.

### 3. Will my card work with Samsung Pay?

Eligible to Dah Sing Mastercard and Visa Cards.

### 4. How do I set up Samsung Pay?

Step 1: To open the preloaded Samsung Wallet App

Step 2: Login Samsung Pay with your Samsung Account

Step 3: Set up your iris\* or fingerprint PIN and Samsung Pay designated four-digit PIN for future authentication purpose.

Samsung Wallet is already preloaded on your device. If you're unable to find it, simply go to Galaxy So to download the app ([apps.samsung.com/appquery/appDetail.as?appld=com.samsung.android.spay](https://apps.samsung.com/appquery/appDetail.as?appld=com.samsung.android.spay)).

#### 5. Where can I use Samsung Pay?

Samsung Pay works in almost anywhere accept credit card payment in stores or in-Apps. You may also look out the contactless logo or Samsung Pay logo at merchant



(For acceptance on the use of Samsung Pay, the merchants' decision shall be final and conclusive. For more details, please visit Samsung website at [www.samsung.com/hk\\_en/samsungpay/](http://www.samsung.com/hk_en/samsungpay/))

#### 6. Do I need to unlock the device during transaction?

No. Simply swiping up at lock screen to activate Samsung Pay and authenticate with iris<sup>\*</sup>, fingerprint or Samsung Pay PIN in order to proceed transaction.

#### 7. What I should do if fingerprint PIN is not working?

You may choose to authenticate either by iris<sup>\*</sup> or Samsung Pay PIN.

#### 8. Does it cost anything to use Samsung Pay?

No. Our Bank doesn't charge for set up it or usage.

#### 9. Does Samsung Pay have any single transaction limit?

No, it is up to your credit limit of your credit card account.

#### 10. Can I put my card on multiple Samsung devices?

Yes, you can add your card on multiple Samsung devices. As devices don't share card information, you will need to add your card to the respective Samsung Pay App for each of your device.

#### 11. How many cards can add in the Samsung Pay?

You can register up to 10 credit cards in Samsung Pay.

#### 12. How to set my Dah Sing Credit Card as default card?

You could choose your preferred card and click 「 ⋮ 」 at the right top corner and choose "Set as default payment card".

#### 13. How do I remove my card from Samsung Pay?

You can remove your card by tapping your card in the Samsung Pay App and selecting "Delete Card" at the right top of the screen. This will remove the card instantly upon authentication.

**14. Can I earn bonus point or cash rebate by using Samsung Pay?**

Yes. You can receive bonus point, cash rebate and benefits which is just the same as using your physical card.

**15. How can I browse my recent Samsung Pay transaction records?**

You are able to view the latest 10 transaction records in Samsung Pay App.

**16. What should I do if having difficulty with software or hardware of my devices?**

Please contact Samsung Wallet (Pay) Customer Support via:

- Tap "Menu" > Click "Setting" button at the right top corner > Select "Contact Us"
- Samsung Wallet (Pay) Customer Support Hotline at (852) 2121 9088
- Samsung Wallet (Pay) Website Live Chat

\*Applicable to designated device model