

## FAQ – Google Pay

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No.	Question	Answer
1	Can I use Google Pay with my CIMB Credit Card(s)?	Yes. CIMB Cardmembers ("Cardmembers") can now use an eligible CIMB Mastercard® Credit Card ("Card") with Google Pay to pay at selected merchants with Near Field Communication (NFC) contactless and/or Magnetic Secure Transmission (MST) payment terminals.
2	Which CIMB Credit Card(s) are eligible for use on Google Pay?	All CIMB Mastercard® Credit Cards are eligible for Samsung Pay.
3	What devices are eligible for Google Pay?	Google Pay works on Android™ devices running KitKat® 4.4 or higher. To use Google Pay for in store payments, ensure that your device supports Near Field Communication (NFC) and Host Card Emulation (HCE) functions. You can make in-app or online payments with Google Pay even if your device does not have NFC capabilities.
4	How many cards can I add per device?	You may add multiple eligible CIMB Mastercard® Credit Cards to your Google Pay on each device.
5	Can I add my Card on multiple Google Pay devices?	Yes, you may add your CIMB Mastercard® Credit Card to multiple devices, but you will need to set your Card up on each device separately.
6	How do I make payments with Google Pay?	<p>In order to make payments with Google Pay, you must first add your card to the Google Pay application in your compatible device.</p> <p>To pay with Google Pay, you must first add your eligible Card(s) to the Google Pay app on your compatible Android device.</p> <p>At a store with Near Field Communication (NFC) contactless readers, simply:</p> <ol style="list-style-type: none"><li>1. Unlock your phone from its locked status.</li><li>2. Place your phone over a contactless reader. You do not even need to open the app.</li><li>3. You will see a tick mark on the screen and your device will subtly vibrate and emit a soft tone to indicate successful payment.</li></ol> <p>A notification of your Google Pay transaction will also be sent to you.</p>

7	Can I still enjoy the cashback programme / CIMB deals for my card?	Yes, your card benefits will remain the same.
8	Is Google Pay secure?	Yes, Google Pay comes with strong security protections at its core to continuously and automatically safeguard your account and personal data from security threats. And when you pay in stores, it shares a virtual account number instead of your real card details with the merchant. In other words, it's got your back so your real card details stay safe.
9	Will Google Pay be able to access my CIMB accounts?	No, Google Pay will not have access to CIMB accounts.
10	What should I do if I am unable to add my card to my Google Pay application?	Google Pay requires an active internet connection when adding a payment card. Verify that you are connected to the internet via a Wi-Fi network or your mobile data connection. For CIMB Credit Card related issues, you may contact our 24 hour customer service hotline at +65 6333 6666 for assistance.