

## FAQ – Samsung Pay

No.	Question	Answer
1	Can I use Samsung Pay with my CIMB Credit Card(s)?	Yes. CIMB Cardmembers ("Cardmembers") can now use an eligible CIMB Mastercard® Credit Card ("Card") with Samsung 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 Samsung Pay?	All CIMB Mastercard® Credit Cards are eligible for Samsung Pay.
3	What devices are eligible for Samsung Pay?	<p>Compatible Samsung devices include:</p> <ul style="list-style-type: none"> <li>• Galaxy S21 Series 5G</li> <li>• Galaxy Note20 Series</li> <li>• Galaxy Z Flip and Fold Series</li> <li>• Galaxy Watch 3</li> </ul> <p>For full list of compatible devices, please click <a href="#">here</a></p>
4	How many cards can I add per device?	You may add up to a maximum of 10 cards per device.
5	Can I add my Card on multiple Samsung 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 Samsung Pay?	<p>In order to make payments with Samsung Pay, you must first add your card to the Samsung Pay application in your compatible Samsung Device.</p> <p>At a store with supported Near Field Communication (NFC) and/or Magnetic Secure Transmission (MST) payment terminals, simply:</p> <ol style="list-style-type: none"> <li>1. Swipe up from the bottom of the screen to the top to launch Samsung Pay and select your desired Card by swiping left or right</li> <li>2. Use your fingerprint or enter your PIN to authenticate the payment</li> <li>3. Tap your phone on the NFC contactless reader or the MST card reader</li> </ol> <p>You will then see a "Tick" on your device along with a subtle vibration and beep to let you know that your payment information has been sent. A push notification with payment details will also be sent after each successful transaction.</p>

7	Can I still enjoy the cashback programme / CIMB deals for my card?	Yes, your card benefits will remain the same.
8	Is Samsung Pay secure?	<p>Yes, Samsung Pay uses a Secure Environment and Samsung KNOX to secure your payment.</p> <p>Your Card in Samsung Pay is protected by your fingerprint or Samsung Pay PIN. For your security, when you make a purchase using Samsung Pay, you must authorise the payment with your fingerprint or Samsung Pay PIN. A digital card number, separate and unique from your plastic Card account number, is used to make a purchase with Samsung Pay. Your plastic Card details are never shown in the app or shared with the merchant when you make payments.</p>
9	Will Samsung Pay be able to access my CIMB accounts?	No, Samsung Pay will not have access to CIMB accounts.
	What should I do if I am unable to add my card to my Samsung Pay device?	Samsung 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.