
IMB Fitbit Pay™ - Frequently Asked Questions

About Fitbit Pay

What is Fitbit Pay?

With Fitbit Pay, you can add your IMB Visa Debit Card to compatible Fitbit® devices which allows you to make contactless payments from your device.

For more information about Fitbit Pay please visit
<https://www.fitbit.com/au/fitbit-pay>

Are my payments safe with Fitbit Pay?

Yes, with Fitbit Pay you can shop without worry. When you make a purchase with Fitbit Pay, the transaction does not expose your card number or account information with the merchant.

For more information about Fitbit Pay security and privacy, please visit
<https://www.fitbit.com/au/legal/privacy-policy>

Which Fitbit Devices can I use?

Fitbit Pay works with Fitbit Ionic™ and Charge 3™ and Fitbit Versa™ that contain an NFC (near field communication) chip.

To check if your device supports Fitbit Pay please visit <https://www.fitbit.com/au/fitbit-pay>

Does it cost me anything to use Fitbit Pay?

No, it doesn't cost you anything extra to use Fitbit Pay.

You will need an active internet connection to add your card to Fitbit Pay, so be aware that message and data rates may apply – depending on your plan.

Which IMB cards are eligible for Fitbit Pay?

You can load any IMB Visa Debit Card to Fitbit Pay.

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Setting up Fitbit Pay

How do I add a card to Fitbit Pay?

You will need to install the Fitbit app and set up your compatible device before you can register your card with Fitbit Pay.

1. Open the Fitbit app
2. Tap on the Account icon on the Fitbit app dashboard
3. Tap on the Fitbit smart watch image
4. Tap on the wallet tile
5. Follow the prompts to register your card with Fitbit Pay

For more information on how to set up Fitbit Pay please visit www.imb.com.au/fitbitpay

How do I activate my card with Fitbit Pay?

For security reasons, IMB will require you to complete a verification check before activating your card with Fitbit Pay.

We will either send you a one-time password to the mobile number you have registered with IMB or we will ask you to contact us on 133 462.

Can I add my card to multiple devices?

Yes, you can add your card on up to nine eligible devices.

Can I add multiple cards to one device?

Yes, you can add up to six cards (five cards for Charge 3) on your Fitbit device.

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Using Fitbit Pay

Where can I use Fitbit Pay?

Fitbit Pay can be used anywhere that accepts contactless payments.

To determine if the store accepts contactless payments, look for the symbol below on the payment terminal:



Can I use Fitbit Pay internationally?

Yes, you can use Fitbit Pay at participating merchants internationally.

Be aware that some international merchants will not accept Fitbit Pay. IMB recommends taking your Visa Debit card with you on your travels.

How do I make in-store payments with my Fitbit?

When you set up Fitbit Pay, you're prompted to set a 4-digit PIN code for your device. You will need to enter your PIN code the first time you use Fitbit Pay since last taking off your device, or if it's been 24 hours since you last made a payment.

To make a purchase, follow these steps;

1. Press and hold the back button to display the Payments screen
2. Hold your device near the payment terminal to pay with your default card
3. If prompted, enter your 4-digit PIN code (your PIN code for your plastic IMB Visa Debit Card, not the PIN code for your Fitbit)

Do I need to have my phone nearby to use Fitbit Pay?

No. Once Fitbit Pay has been set up, you don't need to have your phone nearby to make payments with Fitbit Pay.

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Using Fitbit Pay *Continued*

Is there a transaction limit for Fitbit Pay in-store?

Depending on the store and transaction amount, you might need to sign a receipt or enter your PIN (your plastic IMB Visa Debit Card PIN).

How can I do a refund with Fitbit Pay?

You can return the item to the merchant as you normally would. Some retailers will be able to process the refund to the device; however, some retailers may still require the plastic card to perform the refund.

In some cases, you may be required to provide the last four digits of the Digital Account Number. This can be found by tapping on the Wallet tile within the Fitbit app.

Where can I see details of the transactions I've made with Fitbit Pay?

Your 3 most recent transactions made with Fitbit Pay can be found within the Wallet section of the Fitbit app.

To see your recent transactions in the Fitbit app;

1. On the Fitbit app dashboard, tap on the Account icon
2. Select your watch and tap on the Wallet tile
3. Locate the card stored on your watch and then scroll down to see your 3 most recent transactions

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Managing your cards with Fitbit Pay

How do I Change my default card in Fitbit Pay?

1. Open the Fitbit app
2. Tap the account icon
3. Tap the Wallet tile
4. Select the card you want to set as your default option
5. Tap Set as Default

How do I Suspend my card from Fitbit Pay?

If you have misplaced your Fitbit device, you can suspend your card by using the Fitbit app on your phone.

1. Open the Fitbit app
2. Tap the account icon
3. Tap the Wallet tile
4. Select the card you want to suspend
5. Tap Suspend Card

To resume your card, repeat the steps above and then tap Unsuspend Card

Furthermore, you should also contact IMB on 133 462 to ensure all necessary steps have been actioned.

How do I Delete my card from Fitbit Pay?

You can delete your card on Fitbit Pay by using the app on your phone.

1. Open the Fitbit app
2. Tap the account icon
3. Tap the Wallet tile
4. Select the card you want to suspend
5. Tap Remove Card

If you have lost both your Fitbit device and your phone, you can log into your fitbit.com dashboard on another phone, tablet or computer to delete the cards you added to Fitbit Pay.

1. Log into fitbit.com dashboard
2. Click the Settings icon in the top right corner
3. Select your device
4. Click Fitbit Pay
5. Select Deactivate Fitbit Pay

Furthermore, you should also contact IMB on 133 462 to ensure all necessary steps have been actioned.

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Managing your cards with Fitbit Pay *Continued*

What should I do if my Visa Debit card is lost or stolen?

You should contact IMB immediately on 133 462 so the lost or stolen card can be cancelled. If you are overseas and need to contact IMB please call +61 2 4298 0111.

What should I do if my Fitbit device is lost or stolen?

You can use the Fitbit application on your smart phone to remotely suspend/delete your cards from Fitbit Pay.

You can also log into fitbit.com and delete all cards from Fitbit Pay remotely.

Furthermore, you should also contact IMB on 133 462 to ensure all necessary steps have been actioned.

Will Fitbit Pay continue to work if my plastic Visa Debit Card has been Lost or Stolen?

Yes, if you had enabled Fitbit Pay prior to your plastic card being lost or stolen, your digital card will continue to work*.

You need to contact IMB when you discover that your plastic card has been lost or stolen and request a replacement Visa Debit Card.

Fitbit Pay will continue to work on your device even after you have received and activated your new plastic card. You will not be required to update any details on your existing digital cards.

*If you contact IMB after hours to report your plastic card as lost or stolen, your Fitbit Pay card will be temporarily suspended until IMB can contact you on the next business day. Alternatively you can contact IMB on 133 462 between 8am-8pm AEST Mon-Fri, or 8am-4pm AEST Sat.