
IMB Samsung Pay - Frequently Asked Questions

About Samsung Pay

What is Samsung Pay?

Samsung Pay is an easy and secure mobile payment service that allows you to make secure purchases nearly everywhere with your Samsung device.

For more information about Samsung Pay please visit <https://www.samsung.com/au/apps/samsungpay/>

Are my payments safe with Samsung Pay?

Yes, Samsung Pay adds a level of security to your payment information that physical cards don't have. Your card number will never be saved on your device and when you make a Samsung Pay transaction, only an encrypted card number is transmitted to the card reader.

For more information about Samsung Pay security and privacy overview please visit <https://www.samsung.com/au/apps/samsungpay/security-features/>

Which Devices can I use with Samsung Pay?

For a full list of eligible devices, please visit <https://www.samsung.com/au/apps/samsungpay/>

Does it cost me anything to use Samsung Pay?

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

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

Which IMB cards are eligible for Samsung Pay?

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

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Setting up Samsung Pay

How do I install Samsung Pay onto my Samsung phone?

1. From the Home screen, touch Apps
2. Touch Samsung Pay
3. Touch **INSTALL** to download the necessary files
4. If there are updates to the built-in application, touch **INSTALL**
5. Touch **OPEN** to start using Samsung Pay

How do I install Samsung Pay onto my Samsung phone?

1. Open the Samsung Pay app on your smart phone
2. Tap **Add credit/debit card**
3. Enter your card details
4. Verify your card

Note: After you add your card to Samsung Pay, you may see a small authorisation on your account from Samsung Pay. This temporary charge will go away after a few days and was only used to validate your card and account.

For more information on how to set up Samsung Pay, please visit

www.imb.com.au/samsungpay

<https://www.samsung.com/au/support/mobile-devices/how-to-set-up-samsung-pay/>

How do I activate my card for Samsung Pay?

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

Can I add multiple cards to one device?

Yes, you can add up to ten cards on in your Samsung Pay app.

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Using Samsung Pay

Where can I use Samsung Pay?

You can use Samsung Pay anywhere that Visa is accepted and wherever you see the below contactless payment icon;



You can also use Samsung Pay for online and in-app purchases with participating merchants.

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

1. Firstly, either swipe up from the home button or open the Samsung Pay app from the home screen
2. Select the card you wish to pay with by swiping left or right
3. Verify the payment by using your phone authentication (i.e. fingerprint, passcode) and hold your device to the contactless reader to make purchase.

Can I make in-store purchases while my screen is off?

Yes, you will need to set up Simple Pay by selecting your “favourite cards” within the Samsung Pay app first. To set up your favourite cards, follow these steps;

1. Open Samsung Pay
2. Tap **More Options** and got to **Settings**
3. Tap **Use Favourite Cards**
4. Touch the sliders to turn favourite cards on or off from the selected screen.

Can I make online or in-app purchases with Samsung Pay?

Yes, online and in-app purchases are available with participating apps and online checkouts.

Can I use Samsung Pay internationally?

Yes, you can use Samsung Pay at participating merchants internationally. Be aware that some international merchants will not accept Samsung Pay. IMB recommends taking your Visa Debit card with you on your travels.

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Using Samsung Pay *Continued*

Can I register a card with Samsung Pay when I am outside Australia?

No.

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

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.

You may need to provide the last four digits of your card number to process the refund. The last four digits of your digital card can be located on the left side of the card in the Simple Pay screen, and in the main app when viewing your registered cards.

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Managing your cards

How is my default card determined for Samsung Pay?

Samsung Pay does not have a “default” card. When you open the app or activate the Simple Pay feature 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/used.

How do I suspend my card from Samsung Pay?

In the event that you misplace your device, your payment information is not accessible without your Samsung Pay verification (fingerprint, passcode etc.). However, you can suspend your card from Samsung Pay with these steps;

1. Log into findmymobile.samsung.com
2. Select “Lock Samsung Pay” in the left navigation sidebar
3. Confirm **Lock Samsung Pay**

To unlock Samsung Pay and resume your digital cards simply click on the Samsung Pay app on your device and verify your identity with your fingerprint, passcode etc.

How do I Delete my card from Samsung Pay?

Deleting your card directly from your device;

1. Open Samsung Pay on your phone
2. Touch Wallet, and then touch Payment Cards
3. Touch the card you want to remove, and then touch More Options > Delete Card
4. Select your reason for deletion and then touch DELETE
5. Verify with your PIN or Biometrics (i.e. fingerprint)

Deleting your card remotely using a PC;

1. Visit findmymobile.samsung.com on your computer
2. Enter your email address and password to sign in
3. Click Wipe Samsung Pay in the left navigation sidebar
4. Enter your Samsung account password and click Wipe Samsung Pay

Alternatively, you can contact IMB on 133 462 to delete your Samsung Pay card.

For more information on how to manage the cards that you use with Samsung Pay
<https://www.samsung.com/au/apps/samsungpay/faq/>

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Managing your cards *Continued*

Do I need to update my card information when I receive my replacement Visa card?

No, once you have activated your replacement Visa card, your digital card will automatically be updated with your new card details.

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 device is lost or stolen?

You can use the Find My Mobile website to remotely lock the device and disable the use of the Samsung Pay function.

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

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

Yes, if you had enabled Samsung 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.

Samsung 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 Samsung 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.