Samsung Pay
Tokenization Q&A

1. **How do I add my bank's credit card to Samsung Pay?**
   Open the Samsung Pay app, tap on "Add Card," and follow the on-screen instructions to enter your card details. You may be required to verify your card through a one-time password (OTP) sent by your bank.

2. **Can I add multiple credit cards from the same bank to Samsung Pay?**
   Yes, you can add multiple credit cards issued by the same bank to Samsung Pay. Follow the same steps for each card you wish to add.

3. **Is there a fee for adding my credit card to Samsung Pay?**
   No, there is no fee for adding your credit card to Samsung Pay.

4. **Can I add my credit card to Samsung Pay on multiple devices?**
   Yes, you can add your credit card to Samsung Pay on multiple devices, but each device must go through the card verification process.

5. **How do I verify my credit card when adding it to Samsung Pay?**
   Verification method will include a one-time password (OTP) sent via SMS. Follow the instructions provided during the card addition process.

6. **My card verification failed. What should I do?**
   Ensure you entered the correct information. If the problem persists, contact the call center for assistance.

7. **How do I make a payment with Samsung Pay?**
   Open the Samsung Pay app, select the card you wish to use, and hold your device near the contactless payment terminal. Authenticate with your fingerprint or PIN.

8. **Where can I use Samsung Pay?**
   Samsung Pay can be used at any merchant that accepts contactless payments or has a compatible point-of-sale terminal.

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9. **Is Samsung Pay secure?**
Yes, Samsung Pay uses tokenization and biometric authentication to ensure your information is secure.

10. **How do I remove a credit card from Samsung Pay?**
Open the Samsung Pay app, select the card you want to remove, tap 11.the three dots in the upper right corner, and choose "Delete Card."

11. **What happens if I lose my phone with Samsung Pay installed?**
Contact the call center immediately and report.

12. **How do I update my card details if they change?**
If your card details change (e.g., expiration date or security code), you will need to update the card information in Samsung Pay or add the card again with the new details.

13. **How do I set my bank's credit card as the default card in Samsung Pay?**
Open the Samsung Pay app, select the card you want to set as the default, and tap "Set as default" under the card options.

14. **Why can't I add my credit card to Samsung Pay?**
Ensure your card is supported by Samsung Pay, your device is compatible, and you have an active internet connection. Contact the call center if the issue persists.

15. **My transaction was declined. What should I do?**
Verify you have sufficient funds or credit limit, and that your card and Samsung Pay account are active. Contact the call center for further assistance.

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