Collabria Connect FAQs – GOOGLE PAY

Q: What is Google Pay?

A. Google Pay offers an easy, secure and convenient way to pay on Android devices. Collabria credit cards can be used with Google Pay to pay on-the-go at merchants who accept contactless payments, in participating apps and on the web. Google Pay will provide real-time notifications and details for your purchases when you use Google pay on your Android device.

Q: Which cards and devices can use Google Pay?

A. All Collabria credit cards are available for use with Google Pay. To use Google Pay in-store, your phone's Android software version must be Lollipop (5.0) or higher. To use Google Pay for in-app or website transactions, click the Google pay button as a payment method.

Q: Where can a cardholder use Google Pay?

A. You can use Google Pay to make payments:

- In stores with supported devices wherever contactless payments are accepted, within apps and on the web in Safari

- In participating merchant apps

- On the web with supported devices

Look for one of these symbols at checkout:

Q: How can a cardholder add a Collabria credit card to Google Pay?

A. You can add a credit card directly to the Google Pay app. Just open the app and follow the on-screen instructions.

For additional information on adding your card, please review this Google Pay page which includes instructions.

Please note that you must accept the Collabria Terms of Use for Google Pay each time you add a Collabria credit card to Google Pay and that you are subject to Google's terms and conditions.

Q: Why is the image being displayed not the same as the cardholder's physical card?

A. Several Collabria cards share the same grouping range with Visa and Mastercard. When different card products share the same grouping range, only one card name can be used per range. That means the card name that a member sees on their app may not match the physical card in their wallet.

Q: How is a cardholder validated when setting up Google Pay?

A. Before a cardholder can begin using Google Pay, they must be validated by Collabria and Google.

Once the cardholder enters their credit card information and Google and Collabria confirm the cardholder's identity, the cardholder will receive a message stating Google Pay is ready to use.

What Happens If Collabria and Google Do Not Have Enough Information to Confirm the Cardholder's Identity?

If Collabria and Google do not have enough information, the cardholder will receive a message prompting them to validate their card. They will be able to do this in one of three ways:

- **Option 1**: Tap on the option to call Cardholder Support

- **Option 2**: Tap on the option to receive a 6-digit code via email*****

- **Option 3**: Tap on the option to receive a 6 digit code through text message*****

* Please note: Cardholders will only see options 2 and 3 (email and text message) if their email address and / or mobile number has been registered with Collabria for at least 60 days. If the information is less than 60 days old, the cardholder will only see Option 1 (call Cardholder Support).

Should you have any further questions or concerns, please visit the Google Pay webpage

Q: If a cardholder receives a replacement Collabria credit card, do they need to update their card information with Google Pay?

A. The Device Account Number is connected to the card number automatically. However, if the cardholder's device is not working once they receive a replacement card, we suggest you add the new card to your Android device.

Collabria

Collabria Connect FAQs – SAMSUNG PAY

Q: What is Samsung Pay?

A. Samsung Pay offers the convenience and security of contactless payments by simply hovering your phone or wearble over the merchant's card reader to complete their purchase. All Collabria Credit Cards can be loaded into the Samsung Pay Wallet by downloading the app from the Apps menu. Samsung Pay uses several layers of security and does not store or share cardholder information.

Q: Which cards and devices can use Samsung Pay?

A. All Collabria credit cards are available for use with Samsung Pay. To use Samsung Pay in-store, you must have a compatible Samsung device and Samsung account.

Q: Where can a cardholder use Samsung Pay?

A. You can use Samsung Pay to make payments in-store.
Look for one of these symbols at checkout:

Q: How can a cardholder add a Collabria credit card to Samsung Pay?

A. You can add a credit card directly to the Samsung Pay app. Just open the app, select "Get started" and follow the on-screen instructions.

For additional information on adding your card, please review this Samsung Pay page which includes full instructions.

Please note that you must accept the Collabria Terms of Use for Samsung Pay each time you add a Collabria credit card to Samsung Pay and that you are subject to Samsung's terms and conditions.

Q: Why is the name of the card not the same as the cardholder's physical card?

A. Several Collabria cards share the same grouping range with Visa and Mastercard. When different card products share the same grouping range, only one card name can be used per range. That means the card name that a member sees on their app may not match the physical card in their wallet.

Q: How is a cardholder validated when setting up Samsung Pay?

A. Before a cardholder can begin using Samsung Pay, they must be validated by Collabria and Samsung.

Once the cardholder enters their credit card information and Samsung and Collabria confirm the cardholder's identity, the cardholder will receive a message stating Samsung Pay is ready to use.

Q: What Happens If Collabria and Samsung Do Not Have Enough Information to Confirm the Cardholder's Identity?

If Collabria and Samsung do not have enough information, the cardholder will receive a message prompting them to validate their card. They will be able to do this in one of three ways:

- **Option 1**: Tap on the option to call Cardholder Support

- **Option 2**: Tap on the option to receive a 6-digit code via email*****

- **Option 3**: Tap on the option to receive a 6 digit code through text message*****

* Please note: Cardholders will only see options 2 and 3 (email and text message) if their email address and / or mobile number has been registered with Collabria for at least 60 days. If the information is less than 60 days old, the cardholder will only see Option 1 (call Cardholder Support).

Should you have any further questions or concerns, please visit the [Samsung Pay webpage](#).

Q: If a cardholder receives a replacement Collabria credit card, do they need to update their card information with Samsung Pay?

A. The Device Account Number is connected to the card number automatically. However, if the cardholder's device is not working once they receive a replacement card, we suggest you add the new card to your Samsung device.