tagpay FAQs

1. What is the tagpay?

The tagpay is the new and innovative way for quick and easy purchases, without the need to carry cash or cards. It is an adhesive card which can be stuck at the back bottom of your mobile phone, on your mobile phone case or anywhere else you choose. In order to make a payment you simply hold it over the POS terminal, pay and you are ready to go! Payments are performed with the Contactless technology.

2. In what colour is the tagpay available?

The tagpay is available in light grey and dark grey colour.

3. What is a Contactless Card Transaction?

A Contactless card transaction is a new way of payment method that allows you to perform payments with cards by simply holding the card over a POS terminal which supports contactless technology. For local transactions of under €20 a PIN is **not** required, whilst for transactions of over €20, a PIN is required. For card transactions abroad these amounts may vary.

4. Where can I apply for a tagpay?

You can order your new tagpay from any Bank of Cyprus branch. The procedure is very simple. All you need to do is to request for the tagpay of your choice to be connected to one of your existing Visa Card products (credit, debit or prepaid). Please note that the tagpay will function as an additional card product.

5. Who can apply for a tagpay?

The tagpay is available to all Bank of Cyprus customers, over the age of 18, who are either existing Visa card holders or who have applied for a new Visa card, connected to a euro account. The tagpay is also available to the younger Bank of Cyprus customers, between the ages of 13-18, who are either existing Prepaid Visa cardholders or who have applied for a new Prepaid Visa Card.

6. I am not a Bank of Cyprus Visa cardholder. Can I apply for a tagpay?

Yes. In case you are not a Bank of Cyprus Visa cardholder, you will need to apply for a Visa Card product from any Bank of Cyprus branch, whilst at the same time requesting a new tagpay product.

7. How are tagpay transactions carried out?

A tagpay transaction is carried out by simply holding the tagpay over a POS terminal which supports Contactless Technology.

8. Can one or more account numbers be linked to a tagpay?

No. Only one account can be linked to a tagpay.

9. I am an existing Prepaid Visa cardholder. Can I apply for a tagpay?

Yes. Your existing Prepaid Visa card product can be connected to a tagpay.

10. How can I be sure that my tagpay Contactless transaction has been completed?

During the transaction, a green light will indicate that the transaction is being processed whilst a "beep" sound will confirm that the transaction has been completed.

11. Can the tagpay be used for Internet payments or for ATM cash withdrawals?

No. A Tagpay can only be used for payments at a POS terminal supporting contactless technology.

12. Is it safe to use a tagpay?

Yes. Tagpay payments are as safe as payments with any other Contactless card products.

13. Do tagpay payments require a PIN?

For local Contactless transactions of up to €20 there is no need for a PIN, whilst for over €20 a PIN will be required. For Contactless transactions abroad these amounts may vary.

14. When does my tagpay expire?

A tagpay is valid for 3 years from the date of issuance.

15. Is there a fee for ordering a tagpay?

Yes. There is a one-off €5 membership fee

16. Will the tagpay have a separate PIN code?

Yes. The tagpay has its own seperate PIN, which is mailed to the customers' mailing address.

Visit any Bank of Cyprus ATM in Cyprus in order to change the PIN of your wearablepay and tagpay products. Insert your main bank card into the ATM, enter the card's PIN and select "MAIN MENU". After this, select "CHANGE PIN" and your card and connected wearablepay/tagpay products will be revealed. Choose which product's PIN you wish to change, type the new PIN and press "ENTER" for confirmation. Once you have retyped the new PIN, the procedure will be completed, and your card will be returned.

In case there is a need for a new PIN, then a PIN can be requested through any Bank of Cyprus branch or through 1bank.

17. Where can I place my tagpay?

The tagpay can be stuck on any flat and clean surface. We would recommend that you stick the tagpay at the back of your mobile phone, towards the lower end. We would also suggest that you refrain from repetitive sticking and unsticking.

18. Do tagpay transactions earn Antamivi reward points?

Yes. Antamivi reward points can be earned for tagpay transactions performed at participating merchants.

19. Does tagpay affect my mobile phone reception?

For android phone owners it is recommended to have the NFC mode off for best performance. Moreover, the use of metal cases is not recommended.

20. Can I use tagpay for all my payments?

Yes. You can use tagpay at all merchants accepting Contactless transactions bearing the Contactless sign))))

21. How can I cancel my tagpay in case of loss?

In case of loss, you must immediately contact to 1bank at tel. 800 00 800.
During after-hours, you can contact JCC Payment Systems Ltd at
tel. 22868100.
If you are abroad, you can contact JCC Payment Systems Ltd at
tel. +35722868100.