

# **APPLE PAY FAQs**

## **General**

### **What is Apple Pay?**

Apple Pay is a new way to make quick and easy contactless payments with your BoC cards using your Apple devices. You can also use it to pay within apps on the web.

### **What devices can I use and where can I use them?**

For a list of devices compatible with Apple Pay and where you can use them for your purchases and payments, please follow the link below:

<https://support.apple.com/en-us/HT208531>

### **Is there a charge for using Apple Pay?**

No. Bank of Cyprus doesn't charge customers to set up Apple Pay or to use it.

### **What is a Device Account Number?**

A Device Account Number is a unique number, assigned to your physical card when it is registered for Apple Pay. It is used to make secure purchases in stores and in apps on the web.

### **Can I register any BOC cards for Apple Pay?**

All BoC debit, credit cards or prepaid cards can be registered for Apple Pay.

### **How many cards can be registered for Apple Pay?**

For Apple Pay you can register:

- 12 unique cards on iPhone X, iPhone 8, iPhone 8 plus and Apple Watch Series 3
- 8 unique cards on all other devices

Note that the same card can be registered to unique devices.

## **Registration**

### **How do I register a BoC card for Apple Pay to my Apple Device?**

The steps are very simple for registering a BoC card for Apple Pay! Just follow the instructions for the device of your choice on the link below:

<https://support.apple.com/apple-pay>

Note that if you want to register more cards for Apple Pay in each device, you need to repeat the same steps as described above.

Additionally, you may register your Mastercard card on your iPhone through BoC Banking app by clicking on "Add to Apple Wallet" option below the card and follow the instructions that appear on your device or as included in the link above. This registration process is currently available only for Mastercard cards.

### **I haven't received my new physical card yet. Can I register it for Apple Pay anyway?**

No, in order to register a card for Apple Pay, you must first have the physical card in your possession. The physical card must first be activated.

### **I am not receiving the OTP or my OTP has expired, what should I do?**

In case you cannot complete the verification of your added card or you are not receiving the OTP or the OTP expired before entering it, you may contact 1bank Call Center at 800 00 800 or +357 22 128000 from abroad. Alternatively, you can try again by removing the wallet card and adding it again.

### **How can I remove a wallet card from my Apple device?**

If you want to remove a wallet card follow the instructions included in the link:

<https://support.apple.com/en-us/HT205583>

Now, if you changed your mind after you have removed a wallet card, there is no problem. You can register it again following the same procedure. Note that it will be given a new Device Account Number.

## **Payments**

### **Where can I use Apple Pay?**

You can use Apple Pay to make contactless and in app payments on the web wherever you see one of the below symbols.



### **Does Apple Pay (wallet) show my recent payments?**

Yes, for each BoC card, you'll be able to see the last 10 payments made using Apple Pay on that device through Latest Transactions. Note that the Latest Transactions is not available on Apple Watch.

### **Can I make contactless payments without internet connection?**

Yes, you can make contactless payments without internet connection.

### **How do I know about the results of my payment?**

Even though your Apple device always shows "Done" after approaching it near the POS, the transaction is sent for processing and the results of the payment appear on the merchant's POS terminal screen and the receipt printed by the terminal.

### **I registered more than one card for Apple Pay. How do I choose with which one to make a payment?**

The first card you add to the Wallet will become your default card. To change your default card follow the steps below.

<https://support.apple.com/en-us/HT205583>

### **I noticed that the receipt from the POS terminal displays a different card number from the Wallet card number.**

The receipt from the POS terminal displays the Device Account Number which will be used for your wallet payments.

### **Do the transactions performed through Apple Pay at Antamivi merchants earn antamivi points?**

All transactions made through Apple Pay at merchants that participate in the Antamivi scheme earn points as if they were performed with a physical card. Exceptions may apply therefore visit [www.antamivi.com.cy](http://www.antamivi.com.cy) for more details.

### **Will I start earning Antamivi points the same day I register a card for Apple Pay?**

Yes, with the difference that the transactions performed on the day of the enrolment of the card, will get the Antamivi points the following day or the latest when the transaction is processed by the Bank. The important thing is that you will not lose any points!

**I want to start making payments with my Apple Pay but I also have a TagPay (sticker) on my mobile device. Can I have both on the same device?**

You will not be able to have a Tagpay (sticker) and the Apple Pay service simultaneously on the same iPhone. Both are contactless payment methods, so during payment at the merchant's POS Terminal you will not be able to choose with which one to proceed.

## **TROUBLE SHOOTING**

**Can I lock Apple Pay?**

Apple Pay is locked when the device is locked. A device passcode, Touch ID or Face ID is required in order to use Apple Pay. If you're using an Apple Watch, as soon as it's removed from your wrist, it will be locked. It can't be unlocked without a passcode being entered.

**The physical card for which I have activated a wallet card has been lost/stolen/not received/ cancelled for fraud reasons. What should I do?**

Contact 1bank Call Center at 800 00 800 or +357 22 128000 from abroad in order to report the loss/theft. Your physical card will be replaced and soon after we will also update your wallet card and make it available for payments.

**What if my iPad or iPhone is lost or stolen?**

If your iPhone or iPad is lost or stolen:

- Follow the instructions for the Find My iPhone service on the link below:  
<https://support.apple.com/en-us/HT201472>
- Contact 1bank Call Center at 800 00 800 or +357 22 128000 from abroad

**What if my Apple Watch is lost or stolen?**

If your iWatch is lost or stolen:

- Follow the instructions for the Find My iPhone service on the link below:  
<https://support.apple.com/en-us/HT207024>
- Contact 1bank Call Center at 800 00 800 or +357 22 128000 from abroad

**What happens when I replace or update my device?**

If you replace or update your device, you will need to add your card(s) again to the Wallet app using the same Apple Pay set up process as you did before.

Be sure to remove your card(s) from Apple Pay before you dispose of your device.

**Where can I find more detailed information regarding Apple Pay?**

For more information please visit Apple support on the link below:

<https://support.apple.com/apple-pay>