Q&A
APPLE PAY

1. **What is Apple Pay?**

   Apple Pay replaces your physical cards and cash with an easy, secure and private way to pay. Use it online, within apps, and in stores. It's the simple way to pay every day.

2. **Which Sacombank Cards are eligible to be added to Apple Pay?**

   All Sacombank Visa/Mastercard/NAPAS Debit and Credit cards, excluding Sacombank Corporate Cards.

3. **Which Apple devices can I use Apple Pay with?**

   Requires iPhone 6 or later with iOS 12.5.2 or later. Available on Apple Watch Series 4 or later with watchOS 9 or later. Apple Watch must be paired with an iPhone 8 or later. Features are subject to change.

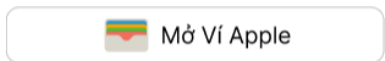   For a list of compatible Apple Pay devices, see: support.apple.com/km207105

4. **How to check if your card has been added/not added to Apple Wallet on Sacombank Pay?**

   At the Card and Account Management feature on Sacombank Pay application, select the card to check → at the bottom of the screen displays the button:
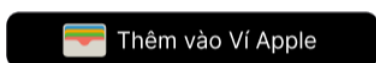
Thêm vào Ví Apple	:	Customers using iPhone and Apple Watch with synchronized Apple ID accounts but only successfully added cards on 1 device or have not added cards on both devices.
Mở Ví Apple	:	Customer has completed adding card for all devices

5. **Can I add multiple cards to Apple Pay on my iPhone?**

   Before iPhone 8 version: up to 8 cards.

   iPhone 8 version: up to 12 cards.

   After iPhone X version: up to 16 cards.

6. **Can I add my card on multiple devices?**

   Yes. Up to 9 devices.

7. **Is there a fee charged for using Apple Pay?**

   There is no fee charged for using Apple Pay.

8. **Where can I pay with Apple Pay?**

You can pay with Apple Pay with your eligible Sacombank Visa/Mastercard Cards at anywhere contactless payments are accepted, with your iPhone or Apple Watch. You can also pay with Apple Pay within apps and on the web wherever you see the Apple Pay or contactless payment symbols.

9. **Is Apple Pay safe for customer?**

Apple Pay is safe for customer. Security and privacy are at the core of Apple Pay. When customers use a credit or debit card with Apple Pay, the actual card numbers are not stored on the device, nor on Apple servers. Instead, a unique Device Account Number is assigned, encrypted, and securely stored in the Secure Element, an industry-standard, certified chip designed to store the payment information safely on the device.

10. **What customer need to do when I lost the devices?**

Option 1: Sign in to icloud.com/find using the same Apple ID you logged into your device or use "Find My" app on your other Apple devices to locate and mark the missing device as lost.
Option 2: Call the Contact Center (Hotline 24/7: 1800 58 58 88) to get the support.