

# Google Pay -FAQ's



## 1. What is Google Pay?

Is a digital wallet service from Google which allows customers to make quick contactless payments securely in-store, in-app and eCommerce using any Android phone or supported device. It follows the process of cards tokenization and usage like any other digital wallet - Apple Pay, Samsung Pay, Fit bit pay and Garmin pay; all of which are available to Burgan Bank customers.

## 2. How to set up Google Pay on?

You can setup the device directly through Burgan Bank Mobile banking or add the card manually.

But first complete the below steps

- update his mobile software
- Download Google Pay Wallet application
- Set up screen lock for Google pay with Passcode
- Follow one of the steps of setting up Google pay wallet as below:

### 2.1. Mobile phone Set up:

1. Register your google account on Open Google Pay wallet application
2. Scan/read the card details using Mobile Camera or enter the card details manually
3. Verify additional information and accept Terms and Conditions
4. An authentication code OTP will be sent for Verification to the registered Mobile number with the bank to complete the registration
5. The card will be ready to use & will require screen unlock using passcode

### 2.2. Smart Watch Set up:

1. Open Google Pay wallet application on the watch
2. Then setup passcode on the smart watch
3. Then complete registration using the mobile device
4. On the mobile device, follow the instructions to add credit/debit card to reflect on the watch
5. An authentication code OTP will be sent for Verification to the registered Mobile number with the bank to complete the registration
6. The card will be ready to use & will require screen unlock using passcode

### 2.3. Set up through Burgan bank Online Mobile Banking application:

1. Login to the Burgan bank Online Mobile Banking Application
2. Click on the Add to Google Pay button to select a card to add to Google Pay Wallet in the compatible mobile
3. An authentication code OTP will be sent for Verification to the registered Mobile number with the bank.
  - Enter the OTP to complete the registration

## 3. What to do if the configured device or card is lost or stolen?

If the device is lost or stolen, please contact Burgan Bank Contact Center on 1804080, and we will immediately block the card on Google Pay.

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4. **How to pay with Google Pay?**

- In Stores
- Online or In-App

5. **Can Google Pay be used if the card expires?**

When the card is close to expiring, a replacement card will be issued and the new card details will be automatically updated in Google Pay once you activate the card.

6. **Can Google Pay be used abroad?**

Google Pay works in countries and regions that support contactless payments.

7. **Which cards can be added to Google Pay Wallet?**

All Burgan bank cards (Debit, Credit, Prepaid) are accepted except B-wallet, Gift cards & B-dinar

8. **Is Google Pay available for Android & IOS?**

No. Google Pay can only be used in Android devices.

9. **Can I use Google Pay on any Android phone?**

Google Wallet is available to users on any Android phone running Android 5.2 or later. Click [here](#) to find the list of compatible devices.

10. **Where are my cards saved when I add them to Google Pay?**

When you use Google Pay, your tokenized cards and your transactions are saved in your Google Account. You can change what is kept and manage your privacy settings at any time.