

What is Samsung Pay?

Samsung Pay is digital wallet smartphone app used for making easy purchases with your smartphone at terminals in a retail stores (an electronic version of a physical wallet).

How can I add my card to Samsung Pay?

To start using Samsung Pay, install the Samsung Pay app (on compatible devices, a Samsung Pay shortcut will be preloaded, allowing you to download and install the application).

On your phone

1. Open the Samsung Pay app.
2. Touch "Add a credit or debit card."
3. Align your card inside the frame to automatically detect the card number and expiration date. You can enter the card manually if your device cannot detect the card information by touching "Enter card manually."
4. Enter the remaining information and touch NEXT
5. If requested, enter your billing address and touch SAVE
6. Review the terms and conditions, and then touch AGREE TO ALL.
7. If necessary, select a method to authenticate your identity using a one-time password (OTP).
8. Enter the OTP and touch SUBMIT
9. Touch DONE to complete the process

Which devices are eligible for Samsung Pay?

In order to use Samsung Pay, you need to have Samsung Galaxy S7, S7 Edge, S6 Edge+, Galaxy Note 5, Galaxy S6, S6 Edge or S6 active

Where can I use Samsung Pay?

You can use Samsung Pay to make purchases at almost all stores that accept credit or debit cards, not just those with tap-to-pay NFC terminals. Samsung Pay works with NFC, magnetic stripe or EMV terminals.

Simply select a card from Samsung Pay, and transmit the payment information by moving your device within an inch of the payment terminal placing the back of the device against the card reader or the NFC reader.

Can I use Samsung Pay outside the United States?

Since Samsung Pay can be used at any terminal that accepts credit or debit cards, you should be able to use Samsung Pay to make a purchase outside of the U.S.

What is a Digital Card Number and how is it different from my card number?

For your security, when you add your eligible card to Samsung Pay, a digital card number - separate and unique to your device - is created. Your digital card number, instead of your real card number, is used to make purchases using Samsung Pay. Merchants do not store your card number.

How many cards can I put on my device?

A total of 10 payment cards can be added to Samsung pay. These include credit cards, debit cards, and private-label credit cards (store credit cards). There is no limit to the number of gift cards that can be added to Samsung Pay.

Can I put my credit or debit card on multiple devices?

There are no restrictions on adding the same payment card to multiple devices. For example, if you and your spouse share a credit card, you can add the card to both devices.

Can I remove my card from my device?

You can quickly delete a payment card from Samsung Pay. Deleting a card will only remove the payment information, including the digital card number (token), from the device.

On your phone

1. From the Home screen, touch Apps
2. Touch Samsung Pay
3. Touch the desired payment card
4. Touch MORE > Delete card
5. Touch DELETE
6. Scan your fingerprint or enter your

How are refunds handled with a Samsung Pay purchase?

The process to return an item purchased in-store with Samsung Pay is the same as if you were returning an item with a physical card. Most merchants require you to have the original receipt along with the payment card used for that transaction. The merchant will match the information on the receipt to the last four digits of your digital card number in Samsung Pay.

You may be asked to place your device near the payment terminal's card or NFC reader to complete the refund, the same way you would be asked to swipe your card during a return with a physical card.

What should I do if my device is lost or stolen?

Your payment information is not accessible without your fingerprint or Samsung Pay PIN. For added security, the Samsung Find My Mobile service can remotely lock or erase your payment cards in Samsung Pay. Alternatively, you can choose to erase your entire device and/or removable storage.

When you lock Samsung Pay using Find My Mobile, all payments will be disabled on the device. For additional security, Samsung Pay will request the card issuer to suspend any transactions made from the device. If you locate your device, you can quickly unlock your cards by authenticating your identity by scanning your fingerprint or entering your Samsung Pay PIN.

If you believe your device or Samsung Pay card information has been lost, stolen or compromised in any way, call us immediately at 602-433-7000.

Contact Us

For more information about Android Pay, contact us at 602-433-7000 or visit DesertFinancial.com/Mobile-Pay



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