

Setup Samsung Wallet

FAQs

What is Samsung Wallet?

Samsung Wallet is the secure, go-everywhere app for your essentials — keys, IDs, payment cards, loyalty cards, gift cards, boarding pass, perks, transit, membership card, and more. All in one spot, all accessible with one swipe. **** (Service vary between countries) ».**

What is Samsung Pay?

Samsung Pay is safe and convenient feature offered by Samsung Wallet app lets you use your Galaxy smart device to pay online or in retail stores purchases around the world.

Why should I use Samsung Wallet instead of my plastic cards?

Samsung Wallet offers a simple and convenient payment experience that is quicker than searching through your wallet or purse. Additionally, Samsung Wallet adds a level of security to your payment information that physical cards don't have.

How does Samsung Wallet work?

Samsung Wallet uses Near Field Communication (NFC) to make contactless mobile payments.

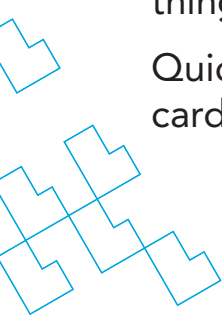
What devices are compatible with Samsung Wallet?

Samsung Wallet is available only on devices running android 9 and above.

How do I make in-store purchases with Samsung Wallet?

With Samsung Pay feature offered by Samsung Wallet app, you can purchase things without digging through your wallet.

Quick Access is the fastest way to launch Samsung Wallet and access your cards. To enable Quick Access: launch the Samsung Wallet app and then



open the Menu tab. Tap Settings (icon on the top right), and then tap Quick access and default card. Tap your desired switch to turn it on.

- Step1: If you enabled the Quick Access shortcut, just swipe up from the bottom of your phone display from the home screen or lock screen, or even with you screen off, to open Samsung Wallet. If you disabled Quick Access shortcuts, open the app drawer, navigate to and tap on the Samsung Wallet app icon to launch the app. Your default debit or credit card will show up on the screen. If you have multiple cards set up, simply swipe left or right to switch to the card you wish to use.
- Step2: Authenticate using your preferred verification method. If you secured Samsung Wallet with fingerprint, simply place your finger on the sensor. Or just tap on the PIN button and enter your Samsung Wallet PIN.
- Step3: Hold the back of the phone up to the contactless reader or payment terminal until it indicates payment is complete.

NOTE: You may be required to enter your card's PIN on the payment terminal to authorize the payment. Be sure to use the card PIN and not the Samsung Wallet app PIN in such cases.

Can Samsung Wallet make online purchases?

Yes. Samsung Pay feature offered by Samsung Wallet in the KSA now offers online payment services through the app or browser. Once you find the SAMSUNG PAY button, click on it and follow the steps. The payment authentication process takes place on your phone where you authenticate the payment using your fingerprint or PIN.

How can I cancel a payment made using Samsung Wallet?

Canceling a payment made with Samsung Wallet is the same as a physical card. The exact process will depend on the policies of your card issuer and the merchant you made the purchase from.

How is my default payment card in Samsung Wallet determined?

When you open the app or activate the Simple Pay feature by swiping up from the Home Key on supported screens, the first card displayed is either the last card you registered or the last card you viewed or used.

Can I continue to use my physical payment card if I disable Samsung Wallet or remove the digital equivalent on Samsung Wallet?

Yes. When you disable Samsung Wallet or remove a registered card, you are only suspending the token, or digital card number that has been assigned to your device for that card. If you wish to suspend your physical card, please contact your card issuer for assistance.

What should I do if I lose my original payment card and then receive a replacement card?

The payment cards on Samsung Wallet are digital versions of your physical payment cards. If you lose your original payment card and then receive a replacement card, you need to remove the original payment card from Samsung Wallet and register the replacement card.

Can I use Samsung Wallet while travelling?

Samsung Wallet utilizes a standardized NFC technology to process the payments through the payment terminals, thus any payment terminal that is compliant with the ISO standard should be capable of accepting Samsung Wallet payments. To use Samsung Wallet while traveling abroad, first check with your card issuer about their policies for international transactions. Assuming your card can be used, Samsung Wallet should work with most standard terminals.

Note: For further assistance or questions, please Contact us.

In which countries will Samsung Wallet be available?

Samsung Wallet is currently available in KSA, Oman, UAE, Kuwait, Qatar, Bahrain, South Korea, USA, China, Spain, Australia, Singapore, Puerto Rico, Brazil, Russia, Canada, Thailand, Malaysia, India, Sweden UK, Switzerland, Taiwan, Hongkong, Belarus, Mexico, Italy, France, and South Africa. Samsung is working to expand Samsung Wallet to additional regions.

How can I register my card?

Cards can be registered automatically Samsung Wallet either by scanning your card with (OCR / NFC), push provisioning from the card issuer app, or manually inputting the card information.

Then, depending on the policies set by your card issuer/bank, Samsung Wallet will prompt you to verify your identity.

How long will it take for my card to activate after registering it to Samsung Wallet?

It will take less than a minute for your card to be activated after registering to Samsung Wallet.

How many cards can I register into Samsung Wallet?

You can register up to 10 payment cards in Samsung Wallet (Credit Cards, Debit Cards) and unlimited number of loyalty cards.

Can I register the same card with more than one device using Samsung Wallet?

Yes. The total number of devices you can register a card to may vary. Contact your card issuer/bank for more details on the number of devices that you can register your card to.

Can I use Wi-Fi for card registration in Samsung Wallet?

Yes. However, for the best experience, the device should have a SIM card installed. If you encounter any issues when registering the card over Wi-Fi, we suggest switching to a cellular data connection.

What should I do if I have trouble adding a payment card to Samsung Wallet?

Please check your internet connection first and if it still doesn't work, please contact your card issuer/bank call center for more information or contact us.

What is NFC?

Near Field Communication or NFC is a method of wirelessly transmitting data using radio waves. Samsung Wallet uses NFC to wirelessly transmit payment data to payment terminals with NFC readers that have been activated for use.

How accurate is the fingerprint scan?

Fingerprint Scan has a False Acceptance ratio of 0.0008% . In this case, Fingerprint is highly secured in which it is unlikely that a different person can log in the Samsung Wallet with Fingerprint scan.

How secure is Samsung Wallet?

Samsung Wallet uses Tokenization, a Secure Environment, and Samsung KNOX to secure your payment information. Additionally, you verify either your fingerprint, or a 4-digit PIN when making purchases.

What is Tokenization?

Tokenization is a method of replacing your sensitive payment card information (Card Number, Expiration Date, Security code, etc.) with a device-specific 'Token' which acts as a surrogate value. In mobile payments, Tokens are used to protect your payment information and to reduce the security risks inherent to plastic cards.

What is a Secure Environment, or Trusted Execution Environment?

A Secure Environment is a physically segregated chip in the phone which only allows access to highly sensitive operations/information such as fingerprint and payment information. Normal applications and malware have no access to the information in a Secure Environment.

How is Samsung KNOX used with Samsung Wallet?

Samsung Knox checks and protects the device for malware. If Samsung Knox detects a malicious software, Samsung Wallet will be disabled by Samsung Knox.

Does Samsung Wallet have access to my bank accounts?

No. Samsung Wallet does not have access to your bank accounts.

Does Samsung Wallet store my personal/payment information on a server or my device?

No. Samsung does not store your personal/payment information on a Samsung server or the device. Samsung Wallet does not change the way your payment information is stored or handled when you make purchases. Your payment information will continue to be managed by your card network and card issuer. Only a device-specific Token, which is used to replace your sensitive payment information, is stored on the device.

Will my Samsung Wallet information still be on my device if it is formatted?

No. Formatting your device will remove all payment cards registered to your device. You can still restore your cards by logging in to the same Samsung account, but you have to activate again the bank cards to work with Samsung Wallet.

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

If your device is lost or stolen, you can use Samsung's Find My Mobile service to Lock Samsung Wallet (remotely disable) or to Wipe Samsung Wallet (remove all the payment cards registered onto your device).

Please visit <https://findmymobile.samsung.com> for further information.

How to install Samsung Wallet on my eligible phone?

- Look for the Samsung Wallet icon on your device.
- Open Samsung Wallet, Sign-in with a Samsung Account & start using the revolutionary way to pay.
- If you do not find the Samsung Wallet icon on your device, follow the below steps:
 - Step 1: Ensure that the device software is updated to the latest Android™ software
 - Step 2: Install any software updates available
 - Step 3: Once all updates are installed, Open Apps & Click on Samsung Wallet icon & install the Samsung Wallet app
 - Step 4: Sign-in with a Samsung Account & start using the revolutionary way to pay

In case of any queries please contact us.

I can't see the new loyalty feature in my app. How do I get this?

Loyalty feature is available from app version 2.7.15

To download the latest version of Samsung Wallet:

1. Launch Samsung Wallet App
2. Click on 'Settings'
3. Tap on 'About Samsung Wallet'
4. If your app version is lower than 2.7.15, click <Update>

How can I add a loyalty card to Samsung Wallet?

In Samsung Wallet, select «Add» on the top right-hand corner and tap on «Add loyalty cards». Search for and select a retailer from the retailer list. You can scan your loyalty card or manually enter the respective card number. Alternatively, click on «Loyalty cards» in Samsung Wallet to add your loyalty card.

What if I can't find a loyalty card that I want in the list?

You can add a card manually by selecting «Add a card that is not in the list.» Take a picture of the front and/ or back of the card and fill in the relevant information.

How many loyalty cards can I add?

You can add as many loyalty cards as you wish; however, only a total of 12 cards (payment/ loyalty cards) can be added as Favorite Cards. You may select which credit/ debit/ prepaid and loyalty cards you would like to access with Favorite Cards by selecting «»Settings»», then «»Manage Favorite Cards»».

How do I present my loyalty card in Samsung Wallet to the cashier?

Activate Favorite Cards when at the check-out counter or cashier. Swipe right or left to select the loyalty card. If your loyalty card is not added in Favorite Cards, select your card from the banner towards the upper right-hand corner of the Favorite Cards screen. Tap on the card and show its barcode (top of screen) to the cashier. Alternatively, you can select your card from loyalty cards list. Tap on «Tap to use card» and present the barcode/ card number to the cashier.

What happens to my loyalty card after I decide not to use it?

If you no longer wish to shop at that merchant or use their loyalty card, simply delete the loyalty card in the loyalty tab and it will no longer appear in Samsung Wallet.

In what situation will the cashier asks me to enter my bank PIN code in the terminal?

The cashier will ask you to enter your PIN code in the terminal only when you make a purchase of more than 100SAR using the NFC.

What should I do to import cards into my new device?

Just sign in to your Samsung Account on the latest Samsung Wallet app version and your payments cards will be downloaded for you automatically.

Are you storing any additional card information to enable the import feature?

No, Samsung Wallet does not store any additional data to enable this feature. We only use Reference ID and meta data to enable this feature, not actual card numbers.

What should I do to back up cards?

You don't need to do anything, since we use meta data already available for this feature.

I deleted a card previously; will it be imported?

No. If you do not have the deleted card on an active status your device, it won't be available for import.

How can I get the import feature?

This feature is enabled when you use or upgrade to the latest version of Samsung Wallet app.

I see activate card, what should I do now?

You need to enter your expiry date & CVV number to complete activation of your card for using in Samsung Wallet.