
FOUNDERS: APPLE PAY

QUICK FACT SHEET

Getting Started

Q What is Apple Pay?

A Apple Pay allows you to pay for your purchases with your Apple Pay compatible device by holding your phone near a contactless reader or within certain apps.

Q What do I need to get started with Apple Pay?

A You will need an Apple Pay compatible device.

Q Are my payments safe with Apple Pay?

A Yes, your credit and debit card numbers, name, or security code are NOT stored on the device, nor on Apple servers. This helps to reduce the potential for fraud. Instead, a digital account number is used and passed to the merchant. In addition, transaction data that is stored is kept anonymous and recent purchase history is kept private, stored only on your device and not on Apple servers, nor is it used for Apple marketing. You still enjoy all the benefits of your Founders Credit Card and Visa Debit, which includes our Zero Liability policy that protects you from unauthorized purchases.

Q What will it look like on my monthly/online statement?

A The use of digital account numbers will result in a similar statement experience.

Q Where do I load cards for using Apple Pay?

A You may load it in the Passbook App. To ensure your Founders card is successfully loaded, please verify the mailing address in your iTunes account is the same as the mailing address associated with your card.

Q Will I have to update my card in Passbook when it expires?

A At this time, yes. However, we hope to automate this process in the future.

Q Do I need to be connected to the internet?

A For in-store contactless payments you do not need to be connected to the internet.

Q Is Apple Pay free?

A Yes, be aware that message and data rates may apply, depending on your data plan. You can use Apple Pay at more than 220,000 stores and apps.

Q Is the Apple Pay service available internationally?

A At this time, Apple Pay is only available in collaboration with certain U.S. financial institutions. The availability of Apple Pay outside the U.S. will be determined by Apple.

Q What if I have an Android?

A Android Pay and Samsung Pay are available to use.

Q Which Founders Cards can I use with Apple Pay?

A You can use all Founders Visa Cards (Debit, Credit Cards, Business Credit Cards).

Q When I add my Founders Cards to Apple Pay it doesn't look like the card in my wallet. Why?

A Apple Pay uses a graphical representation, not an exact replica of your Founders card(s).

How to Use

Q How do I change my default card in Apple Pay?

A The credit or debit card associated with your Apple Pay account or the first card you add to Passbook is your default card.

To change your default card:

- Go to Settings > Passbook & Apple Pay.
- Tap Default Card.
- Choose a new card.

Q How does my Apple device transmit payment details?

A When shopping in-store, hold the device in front of a contactless reader. The digital account information stored on the device will be transmitted directly to that contactless reader.

Q Am I able to opt out of Apple Pay at any time?

A Adding your Credit or Debit Cards to Apple Pay is your choice; you can add and remove cards when needed.

Q Will I still be able to accrue CURewards® points?

A Yes, you will still earn CURewards® points. It is expected that digital account numbers will not impact any loyalty or rewards programs you have with Founders. Please call us for information on loyalty and rewards programs.

Q What is a digital account number and why should I care?

A Your payment card information, such as the 16-digit account number found on the front of your card, will be replaced with a digital account number that can be securely stored on Apple devices and used to make purchases. Your credit and debit card numbers are NOT stored on the device, or on Apple servers. This helps to reduce the potential for fraud. The process is invisible to consumers and happens behind the scenes. It also helps to simplify checkout by eliminating the need to enter and re-enter your account number when buying items in mobile applications "in-app" or at the point-of-sale.

Security

Q What if I lose my debit/credit card?

A You will still call to report your card lost/stolen, but you will also need to remove the card from Passbook and add the new card you receive that replaces the lost/stolen card. For any new or replacement cards, you will go through the initial set up of providing the basic payments details to add the card to Apple Pay.

Q If I sell or give my Apple device to someone else, what will happen to the digital account information in the device?

A When selling or giving away your Apple products you should make sure you delete all digital accounts in Apple Pay. Alternatively, you may reset your phone to factory settings which will also remove all digital accounts. If you forget to do this, contact your financial institution who can perform this action for you on your behalf.

Q Will I know if my digital account is being used?

A Founders Federal Credit Union offers alerts on all types of transactions. Visit foundersfcu.com to sign up.

Q Can I remove my digital account number stored on my Apple devices?

A Yes, you are able to easily delete the account from your device. Adding your credit or debit card to Apple Pay is your choice; if you delete your digital account you will still be able to continue to make purchases with your physical payment card.

Q What if my Apple device is lost or stolen?

A If your iPhone or iPad etc. is ever lost or stolen, you can use Find My iPhone to quickly put your device in Lost Mode to suspend Apple Pay, or you can wipe your device clean completely. You may also contact your financial institution who can perform the same action on your Visa card(s). Once you receive your new device simply add cards to your Passbook. In the meantime, you can continue to use your physical card without interruption.

Q What if I need to return an item?

A Any returns should be processed as they are done today. However, individual merchant return policies may vary.

Q What payment information will be on my receipt?

A Receipts will look the same as they always have. However, receipts created from digital account usage will display the last four digits of your digital account number, not your card account number.

Q Who do I contact for general questions about my digital account number?

A Please contact Founders at 1-800-845-1614.

Q Where can I get more information on Apple Pay?

A More information is available at apple.com.

