

Apple Pay | FAQ

What is Apple Pay?

Apple Pay offers an easy, secure and private way to pay on iPhone, iPad, Apple Watch and Mac. Collabria credit cards can be used with Apple Pay to pay on the go at merchants who accept contactless payments, in participating apps and on the web. Apple Pay will provide real-time notifications and details for your purchases when you use Apple Pay on iPhone or iPad.

Which cards and devices can use Apple Pay?

All Collabria credit cards are available for use with Apple Pay.

To use Apple Pay in-store, you must have an iPhone 6 or later or an Apple Watch that is paired with an iPhone 5 or later. To use Apple Pay for in-app payments, you must have an Apple Watch, iPhone SE, iPhone 6 or later, or iPad Pro, iPad Air 2 or iPad mini 3 or later. You can also use Apple Pay on the web on supported iPhones, iPads or Macs.

C. Where can I use Apple Pay?

You can use Apple Pay to make payments:

- + In stores with supported devices wherever contactless payments are accepted, within apps and on the web in Safari
- + In participating merchant apps
- + On the web with supported devices

Look for one of these symbols at checkout:



How can I add my Collabria credit card to Apple Pay?

You can add a credit card directly to the Wallet app. Just open the app, select the plus sign and follow the on-screen instructions. You can also add your Collabria credit card through your iTunes® account.

For additional information on adding your card, please visit Apple Support at support.apple.com/apple-pay for instructions on how to add your card to Apple Pay.

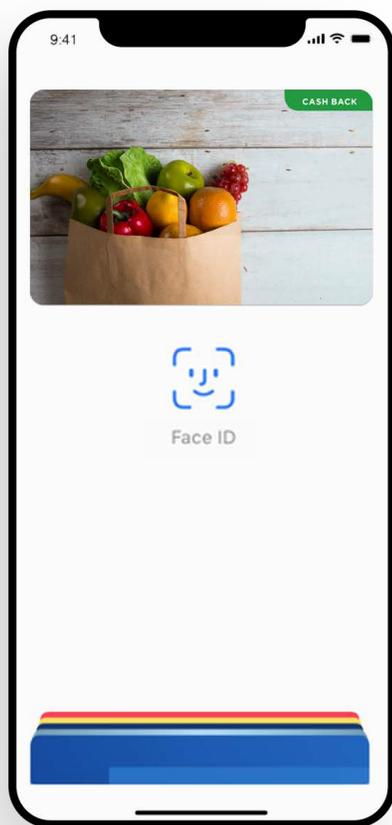
Please note that you must accept the Collabria Terms of Use for Apple Pay each time you add a Collabria credit card to Apple Pay and that you are subject to Apple's terms and conditions.

If I receive a replacement Collabria credit card, do I need to update my card information with Apple Pay?

Your Device Account Number is connected to your card number automatically. However, if your device is not working once you receive a replacement card, we suggest you provision the new card again.

Why is the image being displayed not the same as my physical card?

Several Collabria cards were set up in the same grouping, which did not allow for separate card images within Apple Pay. Each Credit Union selected an image to best represent that grouping. The card on the screen may not represent the card in hand.



MORE QUESTIONS?

Visit your credit union microsite at

collabriacreditcards.ca
and click Benefits / Mobile Payments.