

# FAQs



All you need to know about

# Stanbic Bank Contactless Cards



Stanbic Bank **IT CAN BE™**

# FAQs



## 1. Question:

What is Contactless?

## Answer:

Contactless is a new technology that offers you a fast, easy and secure way to pay for low value purchases. Simply tap your card on a contactless POS device at any merchants' shop. No need to hand over your card for payments.





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## 2. Question:

How do I know my debit/credit card is contactless or enabled for contactless payments?

## Answer:

Look out for the contactless symbol on your Stanbic Card



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## 3. Question:

How can I get a Stanbic Contactless Card?

## Answer:

You will receive a contactless card when you renew or replace your existing card at the nearest branch





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## 4. Question:

Is my existing Stanbic card still valid?

## Answer:

Yes, your existing card is still valid. You will receive a contactless card when you renew or replace your existing card.



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## 5. Question:

How do I know if a merchant accepts contactless payments?

## Answer:

The Contactless Indicator  displayed at the merchant shop means the merchant accepts contactless payments.





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## 6. Question:

Can I use my card immediately after I have received it from the Bank?

## Answer:

Your Stanbic contactless card is already enabled and ready for use after you received it from the bank. However, the contactless functionality needs to be activated.



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## 7. Question:

How do I activate the contactless functionality on my card?

## Answer:

You must first make a contact transaction, that is, a normal dip-and-PIN transaction at a merchant shop, before you will be able to tap your card to make contactless payments. This is a security feature that prevents someone from fraudulently using your card.






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## 8. Question:

How do I make contactless payments?

## Answer:

Visit any merchant shop displaying the Contactless Indicator  Hold your card within 4cm of the Contactless Symbol on the merchant terminal for 1-2 seconds, wait for a beep and voila! Payments made.



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## 9. Question:

Can I still use my contactless card for ordinary purchase transactions?

## Answer:

Yes. Your card can still be used when paying for items at merchant terminals that does not support contactless functionality. A normal dip-and-PIN transaction can be done.