



### **What is a digital wallet?**

A digital wallet is just as it sounds – it's your wallet but in a digital format so you can make payments without having your Greenville Federal debit card with you physically. Digital wallets allow you to make a purchase in a store, in an app or even on a website with a participating merchant all with a compatible phone or wearable device.

### **What are the benefits of using a digital wallet?**

There are many benefits to making purchases with your Greenville Federal debit card using your digital wallet, including:

- Convenience – you don't have to worry about having your card with you or pulling it out of your wallet or bag while making a purchase.
- Secure – During a transaction, the merchant receives a one-time password, or token, to complete the transaction. In this process, your card number is never provided and makes it nearly impossible for a fraudster to take your card information.

### **Are digital wallets safe?**

Yes. Digital wallets utilize security features that are built into your device to protect your payment transactions. Additionally, you will be required to authenticate yourself before the transaction can be processed. Depending on your device type, the authentication step may be completed using your fingerprint,

facial recognition, passcode or PIN. The digital wallet providers do not store or have access to your full account number as they are only provided a unique one-time passcode, known as a token, to provide to the merchant to complete the transaction. The last four digits of your card number is displayed on the card image within the wallet for the purpose of helping you manage your card(s).

For more information on the security features enabled by each digital wallet provider, please click on the links below to visit their website:

[Apple Pay Security](#)

[Google Pay Security](#)

[Samsung Pay Security](#)

### **How do I get a digital wallet on my device?**

Most devices have a digital wallet app preloaded, depending on the device you utilize. For iPhones, the app is called “Wallet” while on Samsung and Android devices the app is called Google Pay or Samsung Pay, respectively. If your device does not have the app, it can be downloaded from the appropriate app store for your device.

### **How do I enable my Greenville Federal debit card with Apple Pay?**

Getting started with Apple Pay is quick and easy. To add a Greenville Federal debit card to Apple Pay, follow the prompts on your device to complete the enablement process. However, the steps below are generally the process required to complete:

1. Open the Wallet App on your Apple device.
2. Tap the blue plus sign at the top right-side to add a new card.
3. Add your Greenville Federal debit card by entering the card

information (your phone may prompt you to capture the image of the card to add the card information automatically).

4. If you are asked to verify your card, select a verification method from the list and follow the prompts.

5. In some cases you may need to call us to complete your enrollment. If you are prompted to contact the Bank, call the number provided on your device to verify your card and complete your enrollment in Apple Pay.

For more information on how to add a card on your device, click on the links below to navigate to the Apple website.

[Instructions](#)

[Demo](#)

### **How do I enable my Greenville Federal debit card with Google Pay?**

Getting started with Google Pay is quick and easy. To add a Greenville Federal debit card to Google Pay, follow the prompts on your device to complete the enablement process. However, the steps below are generally the process required to complete:

1. Download the Google Pay app from Google Play onto your Android device.

2. Launch the app and tap Get Started or Menu, then tap Add Payment Method.

3. Add your Greenville Federal debit card by entering the card information (your phone may prompt you to capture the image of the card to add the card information automatically).

4. You will be asked to verify your card. Select a verification method from the list and follow the prompts.

5. In some cases you may need to call us to complete your enrollment. If you are prompted to contact the Bank, call the number provided on your device to verify your card and complete your enrollment in Google Pay.

For more information on how to add a card on your device, click on the links below to navigate to the Google website.

[Instructions](#)

[Demo](#)

### **How do I enable my Greenville Federal debit card with Samsung Pay?**

Getting started with Samsung Pay is quick and easy. To add a Greenville Federal debit card to Samsung Pay, follow the prompts on your device to complete the enablement process. However, the steps below are generally the process required to complete:

1. Find the pre-installed app, or download the Samsung Pay app from Google Play onto your Android device.
2. Launch the app and sign into your Samsung account, then tap "Add a debit card."
3. Add your Greenville Federal debit card by entering the card information (your phone may prompt you to capture the image of the card to add the card information automatically).
4. If you are asked to verify your card, select a verification method from the list and follow the prompts.
5. In some cases you may need to call us to complete your enrollment. If you are prompted to contact the Bank, call the number provided on your device to verify your card and complete your enrollment in Samsung Pay.

For more information on how to add a card on your device, click on the links below to navigate to the Samsung website.

[Instructions](#)

### **Which Greenville Federal debit cards are eligible to be loaded into my digital wallet?**

Consumer and business Greenville Federal debit cards are eligible to be added to your digital wallet. HSA debit cards are not eligible for the digital wallet service.

### **Which devices are compatible with Apple Pay?**

Please visit your digital wallet provider's website for the most current list of compatible devices. The Apple Pay website can be accessed by clicking on the link below:

[Apple Pay](#)

### **Which devices are compatible with Google Pay?**

Please visit your digital wallet provider's website for the most current list of compatible devices. The Google Pay website can be accessed by clicking on the link below:

[Google Pay](#)

### **Which devices are compatible with Samsung Pay?**

Please visit your digital wallet provider's website for the most current list of compatible devices. The Samsung Pay website can be accessed by clicking on the link below:

[Samsung Pay](#)

### **Can I have more than one Greenville Federal debit card in my digital wallet?**

Yes. There is not a limit on the number of Greenville Federal debit cards that can be added into a digital wallet. However, there may be a limit to the number of cards that your digital wallet allows set by the wallet provider.

## **Can I add my Greenville Federal debit card to multiple devices?**

Yes. You can add your Greenville Federal debit card(s) to multiple digital wallets and/or wallet-enabled devices.

## **Where can I use my digital wallet?**

You may use your digit wallet at many different merchants. Digital wallets are also accepted in many apps and on participating websites with your computer, phone or tablet, depending on the compatibility of the devices. Use your Greenville Federal debit card to make purchases with your digital wallet anywhere you see these logos:



## **How do I make a purchase with my Greenville Federal debit card in a digital wallet?**

The process for completing transactions using a digital wallet varies depending on the wallet enabled-device you are using, and the specific wallet used. The general process includes these steps:

To make a purchase in-store at a terminal that accepts your digital wallet for payment, hold your device near the terminal. You will be required to authenticate yourself with your fingerprint, facial recognition, a passcode or PIN, depending on your device. Once authenticated, the transaction will take just a second to process and will notify you when it has been completed (notification may be through a noise, a graphic on the screen, device vibration, etc).

When making a purchase in an app that offers digital wallets as a payment option, locate the digital wallet icon at checkout. After clicking the icon, you will have the option to select a different card, shipping address and contact information. The total charge amount will also be displayed. If all the information looks correct and you want to finalize the transaction, complete the transaction by authenticating yourself with your fingerprint, facial recognition, password or PIN, depending on how authentication is set up on your device.

For more information about how the purchase process works on your specific device, please visit the digital wallet provider's website by clicking on the appropriate link below:

Apple Pay  
[Instructions](#)  
[Demo](#)

Google Pay  
[Instructions](#)

Samsung Pay  
[Instructions](#)

**Once I add my Greenville Federal debit card to a digital wallet, can I still use the physical card for purchases?**

Yes. If you add your Greenville Federal debit card to a digital wallet, your physical card can still be used like it is today.

**I changed phones. Do I need to re-register my Greenville Federal debit card in my digital wallet?**

Yes. If you change your device, add your card to your digital wallet following the same steps as if you were setting it up for the first time.

**What do I do if I lose my Greenville Federal debit card?**

If your card is lost or stolen, please contact us at 800-472-3272 if its after hours or 937-548-4158 during business hours. You can remove the card you added to the device within your digital wallet app. Once you receive a new card, add your new card to your digital wallet following the steps you utilized the first time setting it up.

**If my card is reported lost or stolen, can I still use my digital wallet to make purchases using my Greenville Federal debit card?**

No. If your Greenville Federal debit card is cancelled, it cannot be used to make purchases within your digital wallet. Once you receive your replacement card, add your new card to your digital wallet following the same steps as if you were setting it up for the first time.

**If I lose my device, can I still use my physical Greenville Federal debit card for purchases?**

In the event of a lost device, you may want to contact your service provider to suspend your service for that device. You can still make payments using your physical Greenville Federal debit card. If you would like to cancel your card and order a replacement card, please contact us at 888.274.2033.

**What should I do if I need help?**

If you have any questions regarding your Greenville Federal debit card, please contact us at 800-472-3272 if its after hours or 937-548-4158 during business hours.

For more information regarding your digital wallet, please visit your digital wallet provider's website by clicking one of the links below:

Apple Pay Website [<https://www.apple.com/apple-pay/>]

Apple Pay FAQ [<https://support.apple.com/en-us/HT201469>]

Google Pay Website [<https://pay.google.com/about/>]

Google Pay FAQ

[<https://support.google.com/pay/?hl=en#topic=7625138>]

Samsung Pay Website [<https://www.samsung.com/us/samsung-pay/>]

Samsung Pay FAQ

[<https://www.samsung.com/us/support/owners/app/samsung-pay>]

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