

## **GARMIN PAY FAQs**

### **General**

#### **What is Garmin Pay?**

Garmin Pay is an easy and secure way to make your everyday contactless payments with your BoC cards using your Garmin device that supports Garmin Pay.

#### **What devices can I use for Garmin Pay?**

- Garmin Pay is included in the Garmin Connect Mobile App. The app is available in both app stores, App Store for iOS devices and Play Store for Android devices. Garmin devices can be paired with iOS and Android smartphones through the Garmin Connect Mobile App.
- For a list of Garmin devices that are compatible with Garmin Pay, please follow the link <https://explore.garmin.com/en-US/garmin-pay/>

#### **Is there a charge for using Garmin Pay?**

No. Bank of Cyprus doesn't charge customers to set up Garmin Pay or to use it.

#### **What is a Device Account Number?**

A Device Account Number is a unique number, assigned to your physical card when it is registered for Garmin Pay. It is used to make secure purchases in stores.

#### **Can I register any BOC cards for Garmin Pay?**

Yes, you can register any VISA or Mastercard BoC debit, credit cards or prepaid cards for Garmin Pay.

#### **Can I add multiple cards to my Garmin device? Can I add my card at multiple Garmin devices?**

Yes, you may add up to 10 cards to your Garmin Pay wallet and add your card to multiple Garmin devices. For more details follow the link [Adding a Card to Your Garmin Pay Wallet](#)

### **Adding Cards**

#### **How do I add a BoC card for Garmin Pay to my Garmin device?**

The steps are very simple for adding a BoC card for Garmin Pay! Open 'Garmin Connect Mobile App', select Garmin Pay and just follow the onscreen instructions to add your card. For more details follow the link [Adding a Card to Your Garmin Pay Wallet](#)

Note that if you want to register more cards for Garmin Pay in each device, you need to repeat the same steps as described above.

#### **What is a passcode?**

A passcode is a 4-digit security PIN which you will setup for Garmin Pay and will be used during payments.

#### **I haven't received my new physical card yet. Can I add it for Garmin Pay anyway?**

No, in order to add a card for Garmin Pay, you must first have the physical card in your possession. The physical card must first be activated.

#### **I am not receiving the OTP or my OTP has expired, what should I do?**

In case you cannot complete the verification of your added card or you are not receiving the OTP or the OTP expired before entering it, you may contact 1bank Call Center at 800 00 800 or +357 22 128000 from abroad. Alternatively, you can try again by deleting the card and adding it again.

### **How can I delete a card from a Garmin device?**

If you want to delete a card from a Garmin device, follow the instructions included in the link [Managing Your Garmin Pay Cards](#)

Now, if you changed your mind after you have removed a wallet card, there is no problem. You can register it again following the same procedure. Note that it will be given a new Device Account Number.

## **Payments**

### **Where can I use Garmin Pay?**

You can use Garmin Pay to make contactless payments at merchants wherever you see the contactless ))) symbol.

### **Do I need to enter my passcode every time I make a payment using Garmin Pay?**

No, you just enter it the first time and as long as you wear the watch it will last 24 hours so you can make various of payments.

When you remove the watch from your wrist, you must enter the passcode again on the first transaction.

### **Does Garmin Pay show my transactions?**

You'll be able to see the last 10 transactions per BOC card made using Garmin Pay in the "Transactions" section of your added card within Garmin Pay.

### **Can I make contactless payments without internet connection?**

Yes, you can make contactless payments without internet connection.

### **Do I need to have my mobile device nearby to use Garmin Pay?**

No, you don't need to have your mobile device nearby to use Garmin Pay.

### **How do I know about the results of my payment?**

Even though your Garmin device always shows that the transaction is successful after approaching it near the POS, the transaction is sent for processing and the results of the payment appear on the merchant's POS terminal screen and the receipt printed by the terminal.

### **I added more than one card for Garmin Pay. How do I choose which one to make a payment with?**

The first card you add to Garmin Pay becomes your default card. In case you want to make payment with another card, you just scroll down and the image of the next card will appear.

### **I noticed that the receipt from the POS terminal displays a different card number from the Garmin Pay card number.**

The receipt from the POS terminal displays the Device Account Number which will be used for your wallet payments.

### **Do the transactions performed through Garmin Pay at Antamivi merchants earn antamivi points?**

All transactions made through Garmin Pay at merchants that participate in the Antamivi scheme earn points as if they were performed with a physical card. Exceptions may apply therefore visit [www.antamivi.com.cy](http://www.antamivi.com.cy) for more details.

### **Will I start earning Antamivi points the same day I add a card for Garmin Pay?**

Yes, with the difference that the transactions performed on the day of the enrolment of the card, will get the Antamivi points the following day or the latest when the transaction is processed by the Bank. The important thing is that you will not lose any points!

## **TROUBLE SHOOTING**

### **The physical card for which I have activated a wallet card has been lost/stolen/not received/ cancelled for fraud reasons. What should I do?**

Contact 1bank Call Center at 800 00 800 or +357 22 128000 from abroad in order to report the loss/theft. Your physical card will be replaced and soon after we will also update your added card in Garmin Pay and make it available for payments.

### **The physical card for which I have activated a wallet card has been renewed. What should I do?**

You don't need to do anything. When your physical card is renewed we will also update your added card in Garmin Pay in order to continue making payments.

### **What if my Garmin watch is lost or stolen?**

If your Garmin watch is lost or stolen:

- You can delete your card from Garmin Pay via the Wallet section of the Garmin Connect Mobile App. More details are included in the link [Managing Your Garmin Pay Cards](#), or
- Contact 1bank Call Center at 800 00 800 or +357 22 128000 from abroad

### **What happens when I replace my Garmin watch?**

You should restore the default settings on your Garmin watch, in order to erase personal data and delete the cards from your Garmin Watch. You will then need to follow the same procedure to add your card(s) to your new Garmin device in Garmin Pay.

### **Where can I find more detailed information regarding Garmin Pay?**

For more information please visit <https://explore.garmin.com/en-US/garmin-pay/> and Garmin Support Center <https://support.garmin.com/en-US/> in the Garmin website.