



NEDBANK



Nedbank helps clients to 'tap and pay' with contactless cards

Nedbank is making shopping even faster and easier with contactless cards. Now you can simply tap your card to pay for purchases up to R200. For purchases between R200 and R1 000 you can still tap your card, but you must enter your PIN to pay. No cash required!

Q: How does it work?

A: Nedbank cards have been enabled for contactless payments. This means that, wherever you see the contactless-payments symbol, you can simply tap your card against the card reader to pay for your purchases. This applies to all purchases up to R200. For purchases between R200 and R1 000, although you can still "tap", you will require a PIN or signature like normal card payments.

Q: What is a contactless payment?

A: You make a contactless payment transaction when you tap your contactless card against a contactless-enabled device to pay for lower value transactions.

An easy way to define a contactless payment is to compare it with the existing card transactions that you are more familiar with. It is essentially the same as a normal card transaction where your card interacts with a point-of-sale (POS) device, which in turn interacts with a bank to allow for the payment of goods and services. A contactless payment is just faster – you merely have to tap your card against the POS device. You don't need to swipe your card or insert it into the POS device.

Q: What are the limits for contactless payments?

A: Clients can either make a maximum of five contactless payments of R200 or less without entering your PIN, or a cumulative of R600. You can still make contactless payments after you have reached either of these thresholds, but you will have to enter your PIN to finalise the payment.

To pay for purchases that exceed R1 000, you will have to do a dip-and-PIN transaction.

Q: Are there any differences between contactless payments for MasterCard, Visa and American Express?

A: MasterCard cards

Once you have reached the cumulative R600 threshold, you will still be able to make contactless payments, although you will have to enter your PIN for all transactions until you make a dip-and-PIN transaction, which will reset the tap-and-go functionality.

Visa and American Express cards

Once you have reached the cumulative R600 threshold, you must do a dip-and-PIN transaction to reset the tap and-go functionality on your card.

Q: What if I want to buy goods worth more than R200?

A: You will have to enter your PIN to process the contactless payment, up to R1000. For purchases above R1000, you will have to do a dip-and-PIN transaction.

Q: What is the benefit of contactless payments?

A: Contactless payments save you time and eliminate the need to carry cash for low-value purchases. It's perfect for when you are in a hurry, like when you're at the supermarket, a fast-food restaurant or transit/transport areas. And because you don't need to enter a PIN or sign for purchases of R200 or less, you really just tap, pay and walk away!

Q: How can I get my own contactless-enabled card?

A: You will receive a contactless card when you renew or replace your existing card.

Q: How do I activate the contactless functionality on my card?

A: You must first make a contact transaction, ie a dip-and-PIN transaction, 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 while it is in transit to the bank.

Q: Can I use the contactless functionality on my card immediately after I have received it from the bank?

A: Nedbank cards with the contactless symbol are already enabled and ready for use. The contactless functionality will be activated at the POS device on your first purchase.

Q: How much does it cost to make contactless payments?

A: As with regular contact transactions, there may not be a POS fee charged, depending on the product fees.


Q: What if my contactless card is lost or stolen?

A: Report your lost or stolen card immediately. You will not be able to dispute contactless payments (without the use of a PIN), unless you have reported your card as lost or stolen before the transactions were made. The contact-enabled part of your card requires a PIN entry, which means it can't be accessed easily by anyone if you lose your card.

Q: Do I need to load funds onto the contactless part of my card?

A: No, there is no need to load any funds onto the contactless portion of your card. The funds will be used from your existing credit limit or the available balance on your account.


Q: Where can I use my contactless-enabled card?

A: Anywhere you see this symbol  at the checkout you can tap to pay with your contactless card. This includes fast-food restaurants, petrol stations, convenience stores, pharmacies, stadiums and more. If you don't see the symbol, tell the cashier that you would like to make a contactless payment. If the service provider doesn't have a contactless-enabled card reader, you can still insert your card into the POS device and enter your PIN to pay.

Q: How do I pay with a contactless card?

A: To pay for your purchase simply tap your contactless card against the contactless-enabled POS device at the checkout of participating retailers. A green indicator will light up and you will see a display message to confirm that your transaction was successful.

Q: Can I use my card for contactless payments at POS devices that don't display the contactless-payment logo?

A: You can only use the contactless functionality where you see the contactless symbol: . However, to be sure, ask the cashier if you can make a contactless payment at that particular POS device.

Q: Does my card have to touch the card reader?

A: Your card, or the wallet where you keep your card, has to make contact with, or be within 4 cm from the card reader.
If you have more than one contactless card in your wallet, rather take out the specific card you wish to pay with.

Q: How will purchases appear on my monthly statement?

A: Purchases made with contactless cards will be displayed on your statement just like any other purchase you make with your card.

Q: How does contactless technology work?

A: Contactless technology involves a hidden embedded computer chip and radio frequency antenna. After you have tapped your contactless card on the device at the checkout, payment details are sent wirelessly to the card network. You will receive payment confirmation soon after you have tapped your card against the POS device.

Q: Do I have to treat my contactless card in any special way?

A: Treat your contactless card as you would treat any other credit or debit card. Always know where your contactless card is and keep it in a safe place. Check often to make sure none of your cards are missing and be sure to keep a record of all your card numbers and expiry dates. Also keep emergency phone numbers handy.

Q: Is there a battery?

A: There is no battery used to activate your contactless functionality.

Q: Can the contactless functionality on my card be disabled?

A: The contactless functionality on Visa cards and MasterCard cards can be disabled. Simply phone the Nedbank Contact Centre or visit any Nedbank branch if you wish to do so. The contactless functionality on American Express Cards cannot be disabled.

Q: What if I don't want a contactless American Express card?

A: The contactless functionality on American Express cards cannot be disabled, however, we can set your contactless purchase limit to zero. Simply phone the Nedbank Contact Centre on **0860 555 111** or visit any Nedbank branch to do so. A PIN will be required for all transactions at retail POS devices even though the POS device may be contactless enabled. However, the contactless functionality on your card will still be enabled at Gautrain stations, for example, where there is no PIN pad to enter your PIN.

Q: Can I use my contactless cards at any POS device globally?

A: You can use your Visa and MasterCard contactless cards at any contactless-enabled POS device. Contactless transactions with American Express Cards cannot be made at POS devices that are magstripe-enabled only and not chip and PIN-enabled.

Q: Is it safe?

A: Yes. Your contactless card is as safe as your regular contact cards.

- You are in control. Make sure that your contactless card never leaves your hands when you make a contactless payment.
- The cashier at a retail store will need to enable a contactless payment so you don't have to worry about making accidental contactless payments with your card.
- A unique security code is generated for each contactless payment, and the code cannot be reused to make another payment with that card or device.

Q: Can I unknowingly make a contactless payment if I simply walk past a card reader?

A: No. The cashier must first enter the purchase amount for approval and your card has to be close to the card reader (within 4 cm), to make a payment. Terminals can only process one payment at a time.

Q: Why aren't signatures required?

A: To ensure that using a contactless card is as quick, simple and convenient as cash, retailers that accept contactless payments do not need you to sign for purchases of R200 or less.

Q: How do I know if my card is contactless-enabled?

A: Look for the contactless symbol  on the front or back of your card to make sure it is a contactless card.

Q: Can I get a receipt after I made payment?

A: You can ask for a receipt if you need one.