



Samsung Pay[®]

Frequently Asked Questions

What is Citi introducing? Citi has partnered with Samsung Pay[®] so that Citi Commercial Cards can be added to the Samsung Pay mobile wallet, which allows cardholders to make purchases using their mobile devices.

What is Samsung Pay's mobile wallet? Samsung Pay's mobile wallet feature is a way to carry payment card information in a digital form on a mobile device.

Why is Samsung Pay useful? Instead of using a physical plastic card, a mobile device can be used to pay for a variety of business travel expenses, such as a cup of coffee, a taxi ride or even a hotel stay. It improves convenience for cardholders and is a simple way to pay.

Can all cardholders use Samsung Pay? Program Administrators can decide in advance whether to allow cardholders to use a mobile wallet. Cardholders are not enabled to load their Citi Commercial Card into Samsung Pay until Citi receives approval from their Program Administrator.

Program Administrators can contact their Citi service representative for enrollment information. Cardholders should contact their Program Administrator(s) to confirm if Samsung Pay use is permitted per their company policy.

How do cardholders get access to Samsung Pay once their company Program Administrator has enrolled their corporate cards in the mobile wallet program? Cardholders can download the app from Google Play[™] or check to see if it's already installed on their phone. Then, they just follow the instructions in the app. Samsung Pay works on Samsung devices that support NFC and MST.

How do cardholders add their Citi Commercial Card to Samsung Pay? Instructions on adding a card can be found [here](#). Please note that cardholders should only select the SMS One-Time Passcode option for authenticating the card in this process.

How do cardholders use Samsung Pay? Cardholders can use a mobile wallet in stores, online, or in-app with participating merchants. Samsung Pay can be used in any stores that accept contactless payments. To pay in stores, a cardholder simply launches Samsung Pay, authorizes the card with a fingerprint, iris scan, or PIN, and hold his/her Samsung device near the card terminal. NFC should be enabled on the device for best results.

In supported apps and online, cardholders can pay by linking their Samsung Pay and Visa Checkout accounts or by looking for the Samsung Pay button at checkout.

What phones are compatible with Samsung Pay? Samsung Pay works on various devices and watches. Check out the Samsung Pay website for the latest list of compatible devices [here](#).

Where can Samsung Pay be used? Samsung Pay works at most places in stores that have a checkout terminal as well as in-app and online. NFC should be enabled on the device for best results.

How do cardholders authorize a transaction? Cardholders authorize the transaction with a fingerprint, iris scan, or by entering their Samsung Pay PIN.

How can I get support for my Samsung Pay wallet? For answers to most technical questions, visit samsung.com/us/samsung-pay/.

How secure is Samsung Pay? When Samsung Pay is used, card numbers are tokenized so the actual card number is not sent for the payment. Instead, a virtual account number is used to represent the payment information. This means that merchants do not see the real card number during the transaction, which enhances security.

Where can I get more information or help on Samsung Pay? For step-by-step instructions to add your Citi Commercial Card to Samsung Pay, visit samsung.com/us/samsung-pay/. For technical Citi Commercial Card support, please contact Citi Servicing by calling the number on the back of your card.