

UnionPay APP Payments – Security FAQs

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1. Are UnionPay APP payments secure?

High value transactions via UnionPay QR code and in-app payments must be confirmed with your payment password for additional security.

2. Can I take a screenshot of my UnionPay QR payment code and send it to a friend?

For security reasons, you are advised not to send your UnionPay QR payment code to others.

3. What should I do if I lose my mobile device and want to disable my credit card or delete it from the UnionPay APP?

Please call our Lost/Stolen Card Hotline as soon as possible on (852) 2828 8188 to disable your credit card.

4. What should I do if I lose my credit card added in the UnionPay APP?

Please call our Lost/Stolen Card Hotline as soon as possible on (852) 2828 8188 to disable your credit card. You will not be able to make UnionPay APP payments until you receive a new card. After receiving your new card, add it to the UnionPay APP again to make payments.

5. How can I make payments in UnionPay APP more secure?

- i. Configure a lock screen password on your mobile device. For security reasons, do not choose a password that is easy to guess (such as your personal identification number).
- ii. Ensure that you only download apps from trustworthy sources.
- iii. Do not visit suspicious websites or links.
- iv. Do not jailbreak your device.
- v. Use virus-scanning software and update your Apps on a regular basis.
- vi. Keep your device in a safe place.
- vii. Do not disclose your device password.
- viii. Do not add fingerprints face ID authentication and/or face recognition of other individuals.

6. Can I still use UnionPay APP payments after replacing, resetting or formatting my mobile device?

Yes. To continue using UnionPay APP payments, download and log in to the UnionPay APP.

7. What should I do if I have to sell, dispose or no longer use my device or send it for repair?

Before selling your device or sending it for repair, ensure that you delete all of your credit card details from the UnionPay APP, or uninstall/log out from the APP.