

Google Pay™ - Frequently Asked Questions

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1. What is Google Pay?

Google Pay is a simple and secure way to pay with your Google device using the NFC (Near Field Communication) feature on your device.

2. What are the device requirements of Google Pay?

Your Google device must:

1. Support NFC
2. Run Lollipop 5.0+ or newer running
3. Downloaded with Google Pay App

3. Will my card work with Google Pay?

Eligible to Dah Sing Mastercard and Visa Cards.

4. How do I set up Google Pay?

Method 1: Add Dah Sing Credit Card to Google Pay from Dah Sing Bank Mobile App*

Simply log in to Dah Sing Bank Mobile App and click the Credit Card that to be added to Google Pay under "Credit Cards" of "My Accounts". Click "Add to Google Pay" button to add card under "Account Details". For details, please click here.

* For the supported device models and operating system of Dah Sing Bank Mobile App, please [click here](#).

Method 2: Add Dah Sing Credit Card from Google Pay

Open Google Pay App and click "+" to add Credit Card by using the camera of your device to capture your card details, then enter other information manually when prompted. After confirming CVC, Address and Card details, you can start to use Google Pay.

5. Where can I use Google Pay?

Google Pay is accepted in stores or in-Apps supporting Google Pay payment. You may also look out the contactless logo or Google Pay logo at the merchant



(For acceptance on the use of Google Pay, the merchants' decision shall be final and conclusive. For more details, please visit Google Pay website at [Google.com/pay](https://www.google.com/pay))

6. it is there any cost from the Bank to use Google Pay?

No. Our Bank doesn't charge for set up it or usage.

7. Does Google Pay have any single transaction limit?

No. It is up to your credit limit of your credit card account.

8. Can I put my card on multiple Google devices?

Yes, you can add your card on multiple Google devices. As devices don't share card information, you will need to add your card to the respective Google Pay App for each of your device.

9. How many cards can add in Google Pay?

There is no limitation in card added in Google Pay.

10. How to set my Dah Sing Credit Card as default card?

The first card added in Google Pay will be the default card.

Alternatively, you can change your Dah Sing Credit Card as the default card by following below steps:

Step 1: Tap your Dah Sing Credit Card which you would like to set as the default card in the App

Step 2: Drag it to the top of the screen

Step 3: Let go in order to complete the setting

11. How do I remove my card from Google Pay?

You can remove your card by tapping your card in the App and selecting "Remove Card" at the bottom of the screen. This will remove the card instantly.

12. Can I earn Credit Card bonus point or cash rebate by using Google Pay?

Yes. You can receive bonus point, cash rebate and benefits which is just the same as using your physical card according to the respective Terms and Conditions.

13. How can I browse my recent Google Pay transaction records?

You are able to view the latest 10 transaction records in Google Pay App or check in Dah Sing Bank Mobile App (Transfers & Payments > Bill Payments > Payment Histroy).

14. What should I do if having difficulty with software or hardware of my devices?

Please visit the [Google Pay Help Center](#).