Q: Which devices can be used with Samsung Pay?

A: Samsung Pay is available on Galaxy S7, Galaxy S7 Active, Galaxy S7 Edge, Galaxy S6, Galaxy S6 Active, Galaxy S6 Edge, Galaxy S6 Edge+, Galaxy Note 5 and later running Android 5.0 and newer. To verify the device is eligible, click on the link provided http://www.samsung.com/us/samsung-pay/.

Q: What Community First credit or debit cards can be used with Samsung Pay?

A: You can use all Community First card types EXCEPT our Health Savings card. We will be adding Health Savings cards in the near future.

Q: If I have more than one Community First debit/credit card, can I use them all with Samsung Pay?

A: Yes, you may load up to 10 cards to Samsung Pay. The first card added will be set as the default card. You can change your default card by choosing the card and selecting "Set As Default Card" option.

Q: How do I set my Community First card as my default card to pay?

A: Go into your Samsung Pay App and select the card you want to be default. From that screen you will click on "Set As Default Card."

Q: I'm being asked to verify my card – what do I do?

A: You may be asked to provide additional verification when adding your Community First card to Samsung Pay. Right after the card is added you will be prompted to verify your card by contacting Community First at 1-855-648-2862.

Q: Where is Samsung Pay accepted?

A: Samsung Pay will work with almost all point of sale systems where you can swipe or tap your card. It does not work with readers where you need to physically insert your card into a slot such as those found at gas stations and on an ATM.

Q: Is Samsung Pay safe and secure for making payments?

A: The safety and security of your account information is of the highest importance. When you make payments with Samsung Pay using your Community First debit or credit card:

- Your full card number is not stored on your device or shown to the merchant.
- Transactions are monitored by Community First's risk and fraud detection systems.
- Purchases are protected by $0 Fraud Liability Coverage, so you will not be held responsible for promptly reported unauthorized transactions.

Q: Does Community First charge to use Samsung Pay?

A: No, Community First does NOT charge our members a fee to use Samsung Pay. However, data charges by your mobile phone/device provider may apply.

Q: Will using Samsung Pay with my card affect my rewards or any special promotions I may be participating in?

A: No! Samsung Pay is just another way to perform the transaction. You will continue to earn the benefits available with your card or special promotion, including reward points for our Great Rewards card users when making a purchase with Samsung Pay.

Q: Will I be able to see a history of my transactions made with Samsung Pay?

A: Yes! Your most recent purchases are kept in the Samsung Pay App, and can also be found within Online Banking, Community First's Mobile App as well as on your Community First monthly statement.

Q: Why don't the last four numbers shown on my merchant receipt match the last four digits on my credit/debit card?

A: The last four numbers on your merchant receipt are your device account number, which can be found within the Samsung Pay App by selecting the card used for the purchase.

Q: What if my Community First credit or debit card is reissued with a new expiration date?

A: You should remove the expired card from your Samsung Pay App using the "Remove Card" option. Upon receipt of your new card, you will need to add that card to Samsung Pay before they can make Samsung Pay purchases using your card.

Q: What if my Community First credit or debit card is lost or stolen?

A: If your debit or credit card is lost or stolen, please call 1-800-449-7728 immediately and mention that you are a Samsung Pay customer. We will close your card so no additional purchases can be made. You should also remove the lost or stolen card from your Samsung Pay App using the "Remove Card" option. When you receive your replacement card, you will need to add the new card to Samsung Pay before making any purchases using Samsung Pay.

Q: What if my Samsung device is lost or stolen?

A: If your Samsung device is lost or stolen, you can suspend Samsung Pay by going to https://findmymobile.samsung.com and logging into your Samsung account. You can also call 1-800-449-7728, and we'll assist you with suspending/deleting the cards in Samsung Pay.

When you receive your replacement card, you will need to add that card to Samsung Pay before you can make Samsung Pay purchases using the card.

Q: What if I still have questions or need help with Samsung pay?

A: Please call us at 1-855-648-2862 for assistance or stop in at any branch location. Our hours are Monday through Friday 7am – 6 pm and Saturdays 7am – 1pm.