



Frequently Asked Questions on potential Mobile Payments disruption for selected UOB Visa Cardholders

- 1. Why do I need to remove and add my UOB Visa Card back to my mobile wallet?**
This is due to a system upgrade which might cause disruption when making mobile contactless & in-app payments with your UOB Visa Card. Hence, please remove and add your card back to your mobile wallet by 31 December 2023 to avoid any payment disruption.
- 2. What happens if I do not remove and add my card back to my mobile wallet by 31 December 2023?**
You may face disruption when making mobile contactless & in-app payments with your UOB Visa Card from 1 January 2024 onwards. Please remove and add your card back to your mobile wallet by 31 December 2023.
- 3. How do I remove and add my card back to my mobile wallet?**

Apple Pay:

To remove card:

Go to "Wallet" > Select Card > Tap on top right icon > Tap on "Card Details" > Tap on "Remove Card". You have successfully removed your card in Apple Pay.

To add card:

Refer to <https://uob.com.sg/applepay> for more details

Samsung Pay:

To remove card:

Go to "Wallet" > Select Card > Tap on top right icon > Choose "Delete Card" > Verify via fingerprint or PIN > Tap on "Delete" > You have successfully removed your card in Samsung Pay.

To add card:

Refer to <https://uob.com.sg/samsungpay> for more details

Google Pay:

To remove card:

Go to Google Pay app > Select Card > Tap on top right icon > Tap on "Remove Payment Method" > Select "Remove payment card from Wallet" > You have successfully removed your card in Google Pay.

To add card:

Refer to <https://uob.com.sg/googlepay> for more details

Fitbit Pay:

Click [here](#) to find out more.

4. **Does this only affect UOB Visa Cards?**

Yes, this only affects selected UOB Visa Cardholders who have received the SMS notification stating the last 4 digits of the impacted UOB Visa Card number.

4. **Can I continue to use my impacted UOB Visa Card for online and physical card transactions including contactless?**

Yes, these transactions will not be impacted.

5. **What are the impacted mobile wallets?**

This affects Apple Pay, Samsung Pay, Google Pay and Fitbit Pay using UOB Visa Cards.

6. **I have added my impacted UOB Visa Card in multiple devices, do I need to remove my card from all these devices?**

Yes, you will need to remove your card from all these devices and add it again to avoid payment disruption.