Digital Wallet FAQs

Is my device compatible?

Apple Pay:

Please visit https://support.apple.com/es-us/HT208531 for a full list of compatible Apple devices.

Google Pay:

For a full list of supported ways to pay, please visit https://pay.google.com/about/banks/.

Samsung Pay:

For a full list of supported carriers and compatible devices please visit https://www.samsung.com/us/support/owners/app/samsung-pay.

Where can I use my Digital Wallet?

Merchants are catching on to this innovative and more secure way to pay. Most Digital Wallets can be used wherever contactless payments are accepted. Be sure to look for your preferred Digital Wallet's logo or symbol before check-out while in-store or on your favorite apps and websites.

Find out more about where each individual wallet is accepted by visiting their websites:

Apple Pay [https://www.apple.com/apple-pay/where-to-use/]

Google Pay [https://www.android.com/pay/where-to-use/]

Samsung Pay [http://www.samsung.com/us/samsung-pay/]

Are Digital Wallets safe?

Each Digital Wallet provides innovative security features - your physical card number is not stored on your phone and only your fingerprint, signature, or phone passcode can authorize a payment. If your device is ever lost or stolen, please call the number on the back of your card. As always, you don't have to pay for any unauthorized charges made on your Pen Air debit or credit card.

Is there a charge to use Digital Wallets?

No, there is no fee to use any of the participating Digital Wallets. However, message and data rates apply, depending on your data plan.

Which Pen Air cards are eligible?

Any Pen Air credit, debit, or business Mastercard can be uploaded into your Digital Wallet app.

What if the image does not load properly when I take a picture of my card?

You will need to add the card using manual entry.

Will I still earn rewards and benefits from my card when I pay using a Digital Wallet?
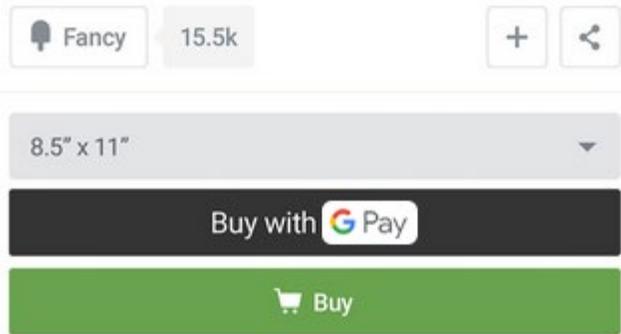
Of course! You'll get all the benefits and protections that your credit or debit card provides. If you currently earn rewards on purchases on your Pen Air credit cards, you'll continue to earn them for purchases made with the Wallet of your choice.

How do I pay with my device in-store?

If your device is enabled for "Tap & Pay," simply unlock your screen and hold the back of the device over the payment terminal. You will then receive notification that your payment was accepted and your transaction will be complete. It's as simple as that!

How do I pay with my device in-app or online?

At check-out, look for your Wallet's unique symbol among your payment options. It may look similar to this:

Your payment information will be input automatically and you can proceed with your purchase without fumbling for your cards!

Where can I find more information on Digital Wallets?

Visit your preferred Digital Wallet website for more details on installation, compatibility, how to use, rewards, and much more.

Apple Pay [https://www.apple.com/apple-pay/]

Google Pay [https://www.android.com/pay/]

Samsung Pay [http://www.samsung.com/us/samsung-pay/]

Give us a call at 850.505.3200 ext. 8150 if you need assistance uploading or using your Pen Air Mastercard on your Digital Wallet.