富邦信用卡 X Google Pay常見問題
Fubon credit card x Google Pay FAQ

	中文	English
1	**什麼是Google Pay?** Google Pay是一項利用Google裝置進行簡單及安全交易的流動付款服務。	**What is Google Pay?** Google Pay is a Mobile Payments solution and provides a simple and secure way to pay using your Google devices.
2	**哪些裝置支援 Google Pay?** Google Pay 適用於大多數NFC相容的裝置。詳情請參閱www.support.google.com/googlepay	**Which devices support Google Pay?** Google Pay works with most NFC-compatible devices. For details, please see www.support.google.com/googlepay
3	**哪些富邦信用卡可以使用Google Pay?** 所有富邦銀行(香港)有限公司發行的富邦VISA信用卡均可綁定手機錢包。	**Which Fubon credit cards are eligible for Google Pay?** All Fubon VISA credit cards issued by Fubon Bank (Hong Kong) Limited are eligible for linking to a Mobile Wallet.
4	**哪裡可找到加入信用卡時需要的安全碼?** 安全碼印於卡背面、非壓製的3位數字。虛擬信用卡請登入您的手機銀行查看(如適用)。	**Where can I find the Security Code when adding my Credit Card?** The Security Code is the non-embossed 3 digit number printed on the back of your Credit Card. For Virtual Credit Cards, please log in to mobile banking to view the 3 digit Security Code (if applicable).
5	**在我的 Google 銀包上加入信用卡時為甚麼要輸入驗證碼?** 驗證碼用於確認您的身份。此一次性的編碼會透過短訊發送至本行紀錄中您所登記的手機號碼,並會於指定時間後失效及驗證碼不可轉送。如果您無法接收驗證碼,請致電聯絡我們。	**Why a Verification Code is required to enter when adding card to Google Wallet?** A Verification Code is used to confirm your identity. This one-time password will be sent to your registered mobile number through SMS and will expire after a designated time frame. Please contact us if you cannot receive a Verification Code.
6	**如何設定信用卡為預設卡?** 您可於Google Pay app中按下信用卡,再按「設定為預設付款卡」來設定該卡為預設信用卡。您亦可長按信用卡並拖拽至畫面最上方即可設定為預設信用卡。	**How to set my Credit Card as my default card?** You can select your Credit Card and tap "Set as default card" in the Google Pay app in order to set it as the default card. You can also tap your Credit Card and drag it to the top of the screen to set it as the default card.
7	**我可以將同一張卡加入多個裝置使用Google Pay嗎?** 你可以添加相同的信用卡在多個不同的裝置上。請注意,信用卡必須個別加入至每個Google Wallet。	**Can I add the same card with more than one device using Google Pay?** You can add the same credit card on multiple different devices. Please note that credit card must be added individually to each Google Wallet.
8	**我可以在我的 Google 銀包上加入多張信用卡嗎?** 你可以添加多張合資格的富邦VISA信用卡至同一個Google Wallet	**Can I add more than one credit card on my Google device?** Yes, you can add multiple eligible Fubon VISA Credit Cards to one Google Wallet
9	**為何我的信用卡加不到 Google Pay?** 綁定 Google Pay 暫時只適用富邦 VISA 信用卡。並且根據 Google 要求,手機上必需有例如 Safari 或 chrome 等瀏覽器及信用卡須為有效方可成功將信用卡加入 Google 電子錢包。建議煩請先下載以上瀏覽器及	**Why am I unable to add my credit card to Google Pay?** Binding Google Pay is only applicable to Fubon VISA Credit Cards. And according to Google requirements, the mobile phone must have a browser such as Chrome and the credit card must be valid in order to add the card to Google Wallet. It is recommended

	確保信用卡有效方可繼續加入信用卡。如有問題, 亦可致電本行綜合客戶服務熱線 2566 8181(選擇語言後按 1)查詢。	that you download the above browser and ensure that your credit card is valid before continuing to add your credit card. If you have any questions, you can also call our Integrated Customer Service Hotline (Press 1 after language selection) for enquiries. .
10	**我可以自行從 Google Wallet 刪除我的信用卡嗎?** 你可隨時於Google 錢包應用程式中移除信用卡。而你仍可斷續使用實體卡交易。	**Can I remove my card from the Google Wallet on my own?** You can remove any cards in the Google Wallet app at any time. And you can still continue to use your physical card for transactions.
11	**我可以在哪裡使用 Google Pay?** 您可以在配備非接觸式支付終端的商店使用 Google Pay。您也可以在接受 Google Pay的應用程式內購買。	**Where can I use Google Pay?** You can use Google Pay in stores with contactless payment terminals. You can also make in-app purchases where Google Pay is accepted.
12	**如何取消使用 Google Pay 進行的付款?** 取消使用 Google Pay 進行的付款與取消實體卡的付款相同。如有疑問或希望申請退款請聯絡您的商戶。	**How can I cancel my payment made via Google Pay?** Cancelling a payment made with Google Pay is the same as a physical card. Please contact your merchant if you have any query, or if you wish to request for a refund.
13	**如何追蹤使用 Google Pay 進行的購買活動?** 只需在選擇信用卡後點按交易記錄部分即可查閱。	**How can I keep track of purchases I've made with Google Pay?** Just tap the card in Google Pay, and tap the transaction record section for details.
14	**Google Pay的交易額設有上限嗎?** Google Pay的交易上限與您的信用卡信用額一樣。	**Is there any transaction limit for Google Pay?** The transaction limit for Google Pay is the same as the credit limit of your Credit Card.
15	**如果遺失或被人盜用信用卡要怎辦?** 若您的信用卡遺失或被竊,請立即致電24小時報失卡服務熱線2512 1131聯絡我們,我們會即時終止您的信用卡賬戶,令其無法進行交易,Google裝置內相應的信用卡亦將失效。	**What should I do if my Credit Card is lost or stolen?** You should call our 24-hours Lost Card Service Hotline at 2512 1131 once your Credit Card is lost or stolen. Your Credit Card account will be closed and no more transactions can be made. The corresponding Credit Card on Google devices will be suspended as well.
16	**如果遺失或被人盜用Google裝置要怎辦?** 當Android電子裝置遺失或被盜時,您可以使用「Android 裝置管理員」, 尋找或刪除手機記錄。您亦可致電24小時報失卡熱線2512 1131聯絡我們終止或移除Google內的信用卡。	**What should I do if my Google device is lost or stolen?** If your Android digital device is ever lost or stolen, you can use Android Device Manager to find and erase your device record or call our 24-hours Lost card service hotline at 2512 1131 to suspend or deactivate your Credit Cards from Google Pay.
17	**想換新型號的Google裝置要怎辦?** 首先,請於舊裝置的Google Pay移除您的信用卡,然後才再次將信用卡加入新裝置的Google Pay。	**What should I do if I change my Google device to a new model?** You should delete your Credit Card from Google Pay in the old device first, and then add your Credit Card to Google Pay on your new device again.
18	**如果我收到了相同卡號的續卡, 是否需要再次添加該卡?** 不需要, 續訂卡啟動後, 您的 Google Wallet 仍然可以使用。	**If I have received the renewal Card with same card number, do I have to add the card again?** No, your Google Wallet can still be used once your renewal card is activated.