

Q: Which devices can be used with Google Pay?

A: Google Pay is available on Android devices running KitKat 4.4 and newer. To determine compatibility, go into your phone settings and tap “About Device” option to display the Android Operating System.

Q: What happened to Android Pay?

A: The Android Pay app has become the Google Pay app and brings together all the ways to pay, like Google Wallet. Google Pay does all the same things Android Pay did and includes some new features.

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

A: All Community First card types are accepted with Google Pay.

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

A: Yes. 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 the Google Pay App and select the card you want to be default. From that screen 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 Google 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 Google Pay accepted?

A: Use Google Pay in stores displaying one of these contactless payment symbols.



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

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

- Your full card number is not stored on your device or shared with 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 Google Pay?

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

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

A: No! Google 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 Google Pay.

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

A: Yes! Your most recent purchases are kept in the Google 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 listed on your merchant receipt are your device account number, which can be found within the Google 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 Google Pay App using the "Remove Card" option. Upon receipt of your new card, you will need to add that card to Google Pay before you can make Google 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 an Google 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 Google Pay App using the "Remove Card" option. When you receive your replacement card, you will need to add the new card to Google Pay before making any purchases using Google Pay.

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

A: If your device is lost or stolen, you can suspend Google Pay by using Android Device Manager, <https://www.google.com/android/devicemanager/>, and selecting either "Lock" or "Erase". You can also call 1-800-449-7728, and we'll assist you with suspending/deleting the cards in Google Pay.

Upon receipt of your replacement card, you will need to add that card to Google Pay before you can make Google Pay purchases using the card.

Q: What if I still have questions or need help with Google 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.