



CONTACTLESS CARD (TAP AND PAY)

▶ EVERYTHING, YOU NEED TO KNOW ABOUT HOW TO 'TAP AND PAY' WITH YOUR CONTACTLESS CARDS.

We live in a rapidly evolving digital world— one in which consumers are increasingly connected. This connectivity has altered consumer expectations: they now want payments to be faster, seamless, and more secure.

Nedbank Namibia is making shopping even more convenient with our new contactless cards. Now you can simply tap your bank card to pay for purchases of up to N\$500 with no PIN required. So, you actually just tap and go! It's quick and so much more convenient than paying with cash.

WHAT IS CONTACTLESS (TAP AND PAY) TECHNOLOGY?


Contactless technology is a secure, digital technology based on the global standard for smart (chip) cards. It aims to make payments quicker and more convenient, while keeping them secure. Customers pay by "tapping" or "hovering" their bank card on the point-of-sale terminal/device when prompted.

HOW DOES CONTACTLESS TECHNOLOGY WORK?

Contactless payments use short-range wireless technology. A tiny antenna is embedded into the card, which securely transmits payment information to and from the contactless-enabled terminal.

WHAT IS A CONTACTLESS CARD?

A contactless card is a bank card that carries the short-range wireless technology, which allows one to make contactless payments.

- ▶  It is identified by a contactless-payments symbol found on the front and/or back of the bank card.

A contactless enabled bank card allows you to make contactless payments by tapping your card against a contactless payment point-of-sale terminal/device, to pay for goods at shops.

WHAT ARE THE BENEFITS FOR CUSTOMERS?

- ▶ **It's safe:** Tapping to pay is a safer way to checkout because it helps you avoid touching surfaces.
- ▶ **It's easy:** Customers simply need to tap their Nedbank card on a contactless-enabled POS terminal to pay, instead of inserting their card and entering a pin.
- ▶ **It's fast:** It is perfect for when customers are in a hurry to make payments, such as when they are at the supermarket, a fast-food restaurant, service station, pharmacy or in other retail stores.
- ▶ **It's convenient:** Contactless transactions save the customer time and eliminate the need to carry cash for low-value purchases. Customers can easily track their purchases on their statement or on the Nedbank Money App (Africa).

- ▶ **It's secure:** Contactless transactions are safe and highly secure – they maintain the same protection as chip-and-pin payments, eliminate the need for cash, and allow the customer to remain in possession of their card throughout the transaction. The customer will receive an SMS to notify them of the purchase after the transaction.

HOW DO I PAY WITH A CONTACTLESS CARD?


To make a purchase, simply tap your contactless card on the 'contactless' point of sale terminal/device at the checkout of participating retail shops and locations. Your transaction is confirmed when the green indicator lights up and you receive a display message confirming that your transaction has been successful.

CAN I TAP MY ENTIRE WALLET AT A CONTACTLESS ENABLED DEVICE FOR PAYMENT?

You should tap the specific contactless bank card that you want to use for a contactless payment at the point-of-sale device/terminal, and not your entire wallet. This will ensure that the purchase is made with the correct contactless enabled bank card that you want to use.

WHERE CAN I USE MY CONTACTLESS CARD?

Clients can use their Nedbank Visa tap and pay cards at any tap and pay enabled payment device anywhere around the world.


- ▶  Anywhere you see this symbol at the check-out, you can tap to pay with your contactless card.

This includes fast food restaurants, service stations, convenience stores, pharmacies, and more. If you don't see the symbol, ensure that you make the cashier aware that you wish to make a contactless payment. If the service provider doesn't have a contactless card reader, you can still insert the card into a point-of-sale device and enter a PIN to pay.

ARE ALL NEDBANK TERMINALS ENABLED TO ACCEPT TAP AND PAY CARDS? IS NEDBANK ABLE TO ACCEPT OTHER BANK CARDS AND INTERNATIONAL CARDS?

Yes. All Nedbank POS terminals can accept contactless bank cards including competitor bank cards as well as international bank cards, if the cards are enabled for tap and pay.

It should however be noted that the merchant is also required to be tap and pay enabled to be able to accept the services. In the instance where a merchant has opted not to make use of this service, the client will be required to make use of the traditional chip and pin function irrespective of whether the card is tap and pay enabled.

- ▶  You can tell if the merchant device and customer cards are contactless enabled if the contactless sign is displayed.

WHAT ARE THE LIMITS FOR CONTACTLESS PAYMENTS?

You can make payments of N\$500 or less without entering a PIN.

WHAT IF I WANT TO BUY GOODS WORTH MORE THAN N\$500?

You will be required to enter your PIN to process the contactless payment.

IS IT SECURE?

Yes. Your contactless card is as safe as your regular contact cards.

- ▶ You are in control as you no longer need to hand over your bank card during the transaction. Make sure that your contactless card never leaves your hands when you make a contactless payment.
- ▶ The cashier at a retail store will need to enable a contactless payment so you don't have to worry about making accidental contactless payments with your card.
- ▶ Contactless transactions maintain the same protection as chip-and-pin payments ensuring the same level of security that has always been upheld by Nedbank.
- ▶ By eliminating the need for cash, these transactions reduce the risk associated with carrying cash around.
- ▶ If you report your card lost or stolen immediately and in accordance with Nedbank's terms and conditions, you will not be liable to pay for any fraudulent transactions.
- ▶ You may occasionally be prompted by the terminal to insert your contactless card into the device and enter your PIN and/or sign. This is merely a security check as part of the enhanced security offering, and you will have no problem using contactless functionality at a future date.

CAN I UNKNOWINGLY MAKE A PURCHASE IF I WALK PAST THE READER?

No, you as the bank cardholder are always in control. The retailer must first have entered the purchase amount for approval and your card must be held in very close proximity to the card reader in order for a payment to take place. Terminals can also only process one payment transaction at a time.

WHICH CARDS WILL BE CONTACTLESS (TAP AND PAY) ENABLED?

All new Nedbank cards (debit, cheque, credit, and business cards) issued from March 2021 will have tap and pay capability. The capability is fully enabled on the card.

HOW CAN I GET MY OWN CONTACTLESS CARD?

You will receive a contactless card when you renew or replace your existing card.

To apply for a contactless card contact:

- ▶ your nearest Nedbank branch
- ▶ Nedbank Client Contact Centre
+264 61 295 2222
+264 81 127 3051
ServicePlus@Nedbank.com.na

CAN I USE THE CONTACTLESS FUNCTIONALITY ON MY CARD IMMEDIATELY AFTER I HAVE RECEIVED IT FROM THE BANK?

Nedbank cards with the contactless symbol are already enabled and ready for use. Before you will be able to tap your card to make contactless payments you will be required to first perform a contact transaction i.e. insert your card and enter your pin. This is a security feature that prevents someone from fraudulently using your card while it is in transit to the bank.

WHAT IF MY CARD IS LOST OR STOLEN?

When a card is lost, stolen or misplaced the card must be stopped / blocked immediately.

You can do this:

- ▶ via the Nedbank MoneyApp (Africa)
- ▶ by contacting your local Nedbank branch
- ▶ by contacting the Nedbank Client Contact Centre
+264 61 295 2222
+264 81 127 3051
ServicePlus@Nedbank.com.na.

Please take note that if the card has not been reported as lost or stolen, and the card is used for contactless transaction without a PIN, the transaction cannot be disputed and you will be held liable for the transaction amount.

WHAT IF I PREFER CHIP & PIN TRANSACTIONS?

Customers will not be forced to use the tap and pay functionality and, if preferred, can use the chip and pin method for all card transactions.

DO I HAVE TO TREAT MY CONTACTLESS CARD IN ANY SPECIAL WAY?

Treat your contactless card as you would treat any other credit or debit card. Always know where your contactless card is and keep it in a safe place. Check often to make sure none of your cards are missing and be sure to keep a record of all your card numbers and expiry dates. Also keep emergency phone numbers handy.

CAN I GET A RECEIPT AFTER I MAKE THE PAYMENT?

Yes, you can request a receipt if one is required.

HOW WILL PURCHASES APPEAR ON MY MONTHLY STATEMENT?

Purchases made with contactless will be displayed on your statement just like any other regular purchase you make with your card.