# Introducing Mobile Pay

## What is PlanSource Mobile Pay?

PlanSource Mobile Pay is a payment option that allows you to pay for eligible reimbursement account expenses digitally, through your mobile devices.

## How does PlanSource Mobile Pay work?

PlanSource Mobile Pay offers a fast, easy and secure way for you to pay for eligible reimbursement account expenses. To begin using Mobile Pay, simply:

**Step 1:** Open your digital wallet (Apple Pay, Google Pay, or Samsung Pay)
**Step 2:** Enter your PlanSource Mastercard details
**Step 3:** Accept the Terms & Conditions
**Step 4:** Complete the authentication process, as prompted
**Step 5:** Begin using your digital wallet to pay for eligible expenses

## What is a digital wallet and how does it work?

A digital wallet is an app that stores your debit and credit card details so you can pay for things digitally using your mobile device. To use a digital wallet, simply add your debit and/or credit card information to the app, which will be stored securely.

To make a payment via your digital wallet, you simply hold your device close to a mobile-enabled payments terminal to set the transaction in motion. Since there is no physical contact between the device and the payments reader, digital wallet payments are often referred to as contactless payments.

## Which digital wallet applications are supported?

Apple Pay, Google Pay and Samsung Pay are supported at this time.

## How do I add my PlanSource Mastercard to my digital wallet?

Simply open the Apple Pay, Google Pay, or Samsung Pay application on your device and follow the instructions to add a new card, entering your name, PlanSource Mastercard number, expiration date, and CVV code. You may be prompted to authenticate using a one-time passcode sent via text or email, or by speaking with a member services representative, before being able to add your PlanSource Mastercard to your digital wallet. Once added, your digital wallet should be ready to use for eligible reimbursement account purchases.

## What if I receive an error message while trying to add my PlanSource Mastercard to my digital wallet?

If you receive an error message, ensure you have an email and/or phone number on file in your account, then try again after 48 hours. For fraud protection, your email or phone number must be in your account for at least 48 hours before you will be able to successfully add your PlanSource Mastercard to your digital wallet.

## Is PlanSource Mobile Pay safe?

Yes! Your PlanSource Mastercard in your digital wallet is protected by your device passcode and in some cases, biometric authentication such as fingerprints scans or facial recognition. As added protection, your PlanSource Mastercard number is neither shared with the merchant nor stored on your device or mobile server. Instead, a unique digital code is created specifically for your device.

## Is Mobile Pay the same as contactless cards?

No, contactless cards are a different form of payment. Contactless cards have a wave-like symbol that looks similar to a Wi-Fi symbol on the front of the physical payment card. This indicates you can pay for purchases by tapping your card on the point-of-sale terminal at participating retailers.

## Do transactions process differently when my PlanSource Mastercard is used through a digital wallet?

No. Transactions process in the same way and according to the same eligibility requirements established by your benefits plan. All mobile transactions will also show within your transaction history in your reimbursement account in the exact same way as physical PlanSource Mastercard swipes.

## How will I know a payment went through?

You will hear a small sound or feel a vibration to indicate the payment was successful, as well as see a paid message on your device's display.

## What types of reimbursement account purchases can I use my digital wallet for?

Spending through your digital wallet abides by the same rules & regulations as spending on your PlanSource Mastercard. You may use your digit wallet to pay for eligible reimbursement account expenses, as defined by your plan.

## What merchants accept Apple Pay / Google Pay / Samsung Pay?

Apple Pay is available at more than a million stores and online via the Safari browser.