

Apple Pay Credit Card Mobile Payment Service – Security Advice

Q: Before using Apple Pay, what should I do to my device ensuring secure transaction?

A: Customers are reminded to install or update the latest anti-virus and anti-spyware software regularly on your mobile devices (smartphones or tablets) for Apple Pay safety usage.

Do not use any ‘jailbroken’ or ‘rooted’ mobile devices which may have security loopholes .

Make sure you are using compatible versions of operating systems of your mobile devices. Enable the auto-update feature to obtain and install security patches regularly from trusted sources. If you find an application is suspicious, please do not download, install.

Q: Can I use Apple Pay even I have cancelled credit card?

A: No, your credit card and Apple Pay using the same credit card account. Your Apple Pay will be cancelled.

Q: What should I do if my card binded device being lost or stolen?

A: If you find your card binded device already lost or stolen, you can visit icloud.com or use the “Find My iPhone” app perform suspension or permanently remove your card(s) from particular device. Even though the device does not connect to Internet, the card(s) binded to the device can also be removed.

Alternatively, you can call ICBC (Asia) credit card centre 24 hour customer service hotline on 218 95588 or through mobile banking appliation to report loss.

Q: What should I do if my credit card being lost or stolen?

A: If you find your credit card already lost or stolen, please call ICBC (Asia) credit card centre 24 hour customer service hotline on 218 95588 or through mobile banking application immediately to report loss.

Also, your physical credit card and corresponding binded Apple Pay card will be suspended. You cannot use the card in Apple Pay. Once replacement card is issued, you need to re-register card binding in Apple Pay.