

# FAQ for Visa Click to Pay

## 1. What is Visa Click to Pay?

Visa is bringing consumers a faster, more secure online checkout experience with the introduction of Click to Pay. Click to Pay simplifies the way you pay when shopping online across web and mobile websites, mobile apps and connected devices.

Wherever you see the Click to Pay icon, you will no longer have to enter 16-digit primary account numbers, look up passwords or fill out long forms. To enjoy this easy, smart and secure online checkout experience, simply click to pay with Visa when you see the Click to Pay icon where Visa is accepted.

## 2. Where is Visa Click to Pay available?

Please refer to the list of participating merchants published on Visa's official website for Visa Click to Pay program information.

## 3. Which cards issued by our bank support payment via Click to Pay?

Currently, both Visa Debit Cards and Visa Credit Cards issued by ICBC Singapore support being linked to Click to Pay for making payments.

## 4. How do I register my bank's debit card or credit card to Visa Click to Pay through ICBC Mobile Banking App?

You can register your desired Visa Debit Card or Visa Credit Card via the "Click to Pay" icon within the ICBC Singapore mobile banking app.

1. Log in to ICBC Mobile Banking App
2. Find "Click to Pay" icon on ICBC Mobile Banking App
3. Select which Visa card you wish to add to Click to Pay
4. Submit your request with authentication to complete your registration of Click to Pay.

## 5. How do I start using Visa Click to Pay?

Look for the Click to Pay icon where Visa is accepted at participating merchants to experience this easy, smart and secure online checkout option.

1. Click the Click to Pay icon on the merchants checkout page.
2. Will be re-directed to Visa Portal
3. Key in the same email address used during Click to Pay registration.
4. Visa will send you OTP via SMS and Email. Choose either one of OTP for login Visa portal verify.
5. Visa portal displays all Visa cards registered for Click to Pay.
6. Selects the card to complete payment.

You also can set up your Visa card for Click to Pay by:

1. During checkout at merchants who display the Click to Pay icon and where Visa is accepted
2. On your participating issuing bank's website or app (Please refer question 4)
3. On Visa's card management portal.

**6. Are there transaction limits for using Visa Click to Pay?**

Yes, the limits for Visa Click to Pay are SGD 100 per transaction and SGD 100 daily cumulative.

**7. Will I receive alerts for Visa card transactions?**

Yes, transaction alerts will be sent via SMS to the mobile phone number registered with our bank upon completion of a transaction.

**8. How do I remove my Visa card from Visa Click to Pay?**

You can remove it by using the "Close Click to Pay" button under the "Click to Pay" icon in the ICBC Singapore mobile banking app.

**9. What should I do if I encounter difficulties creating my Visa Click to Pay profile?**

You can refer to the Visa Click to Pay FAQ information published on Visa's official website or seek assistance from Visa.

**10. Why can't I see my other bank's Visa card when I log in to the Visa Click to Pay portal?**

Click to Pay links your Visa cards based on the email address used during registration. If your Visa cards were registered using different email addresses, they will appear under different Click to Pay profiles.

When you log into the Visa portal using email address 'A', you will only see the Visa cards registered under email address 'A'.

To view all your cards at the same time, you are recommended to use the same email address when registering Click to Pay for all your Visa cards.

**11. How can I change the email address for Click to Pay?**

To change your email address for Click to Pay, please follow these steps:

1. Update your email address in ICBC Mobile Banking, subject to cooling-off period (if applicable) or visit our sub-branched (over-the-counter).
2. After your email address has been successfully updated, de-register your Visa card from Click to Pay and register again using the new email address.

Please note that Click to Pay does not support direct email modification. De-registration and re-registration are required to complete the change.