



Tokenization & Apple Pay® Frequently Asked Questions

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HOW IT WORKS: APPLE PAY AND DIGITAL ACCOUNT NUMBERS

Q My new Apple device has Apple Pay. How do I set it up?

A Before making a payment with your Apple device you will need to follow few simple steps to enroll in Apple Pay and add your existing credit or debit cards.

If your Visa card is already on file with Apple iTunes and is eligible for the service, you will be offered an option to use it as your default account for Apple Pay. You have the option to add other accounts and will be prompted for a one-time entry of a few account details such as name, address, card number, expiration date, and three digit verification value that can be found on the back of your card. First Federal Bank, Visa and Apple will work behind the scenes to create a digital version of your account and enable you to start making payments with Apple Pay.

Q When can I use the new Apple device payment feature?

A We are excited about Apple Pay and what this means to secure mobile payments. First Federal Bank customers will be able to begin utilizing Apple Pay on or after March 15, 2016.

Q What is a digital account number?

A Your payment card information, such as the 16-digit account number found on the front of your card, will be replaced with a digital account number that can be securely stored on Apple devices and used to make purchases. Your credit and debit card numbers are NOT stored on the device or Apple servers. This helps to reduce the potential for fraud.

Q On which devices / phones / tablets will this work?

A Apple is one of the first to make use of digital account numbers to enable secure mobile payments. In the future we can expect digital account numbers to become available on any smart device, replacing your payment card numbers in digital wallets, at many e-commerce merchants, in mobile banking apps and beyond. To get a complete list of compatible devices, please visit <http://www.apple.com/apple-pay/>.

Q Where can I use my digital account number?

A Initially, digital account numbers can be used for purchases through participating merchant mobile applications on your new Apple devices, as well as through compatible in store devices where contactless payments are accepted.

Q Who utilizes digital account numbers?

A Digital account numbers are used by merchants accepting your payment, the payment network that processes your transaction, Apple Pay and First Federal Bank of Louisiana.

Q Do I need to be connected to the internet?

A For in-store contactless payments you do not need to be connected to the internet.

SECURITY AND DATA PRIVACY

Q How will this keep my information more secure?

A You no longer need to share your personal account information when you shop, which reduces the threat of your sensitive data being stored or compromised. In addition, if your device is ever lost or stolen, you will not need to cancel your underlying card, only the digital account number, which can be quickly reissued.

Q Are my credit and debit card numbers passed to the merchant?

A No, your credit and debit card numbers are NOT stored on the device, nor on Apple servers. This helps to reduce the potential for fraud. Instead, a digital account number is used and passed to the merchant.

Q Can I remove my digital account number stored on my Apple devices?

A Yes, you are able to easily delete the account from your device. If you delete your digital account you will still be able to continue to make purchases with your physical payment card.

Q Are my purchases protected under zero liability?

A Yes. Whether you use a digital account number or a physical Visa card, you are protected with Visa Zero Liability against fraudulent transactions.¹

Q What information is stored about my purchase?

A Transaction data that is stored is kept anonymous and recent purchase history is kept private, stored only on your device and not on Apple services, nor is it used for Apple Marketing.

CONVENIENCE AND USAGE

Q What is my physical card if lost or stolen?

A Please contact First Federal Bank as soon as possible. Once you receive your replacement card you can add your new card to your wallet.

Q What if my Apple device is lost or stolen?

A If your Apple device is lost or stolen, use “Find My Apple Device” to quickly suspend or remove your digital account numbers for the device. You may also contact First Federal Bank who can perform this for you. Once you receive a new device, you can add your card to your wallet. In the meantime, you can continue to use your physical card.

Q Will I continue to earn reward points from my credit and debit card(s)?

A It is expected that digital account numbers will not impact any rewards programs you already have with First Federal Bank. Please contact First Federal Bank for information on UChoose Rewards.

¹ The Visa Zero Liability policy covers U.S. issued cards only and does not apply to ATM transactions, PIN transactions not processed by Visa. Cardholder must notify issuer promptly of any unauthorized use.

Q What should I do if I receive a new or renewed card?

A You will go through the initial setup of providing the basic payments details to add the card to Apple Pay. For a card renewal, the new expiration date will be automatically provided from Visa to Apple with no action required by you.

Q What if I need to return an item?

A Any returns should be processed the same as they are today. Individual merchant return policies may vary.

Q What payment information will be on your receipt?

A Receipts should look the same. In some cases, the receipts created may display the last four digits of the digital account which may differ from the last four of your physical card.