

MOBILE PAYMENT WITH EDENRED CARD AND GOOGLE PAY



1. What does it mean to pay with a mobile phone using the Google Pay app?

Add your Edenred Card into Google Pay on your phone. From now on, all you need to do to pay for lunch or recreation stay is to tap your phone at the POS terminal.

2. What do I need, if I want to pay with my Edenred Card using the Google Pay app?

If you own Edenred Card, all you need is a mobile device with Android 5.0 Lollipop or newer (must have NFC) and the Google Pay app, which can be downloaded for free into your device from Google Play.

3. Is Google Pay free?

Yes, downloading the Google Pay app is free and Google Pay does not charge any additional fees.

4. Where can I download the Google Pay app?

The Google Pay app can be found and downloaded for free from Google Play.

5. Is paying using the Google Pay app in my phone safe?

Yes. When you add Edenred Card to your phone, neither the phone nor the app record your card number and no card data is provided to Google, nor to the vendor. The service uses an encrypted virtual card number, which is not saved in your phone.

6. How can I register my Edenred Card to be able to pay using the Google Pay app?

In order to add Edenred Card to Google Pay, do the following:

a) create a personal account at www.mojedenred.sk under „User“ section.
b) when registering enter your email address, at which you will receive a verification code for registering your card with Google Pay.

If you already have your online at www.mojedenred.sk created, open Google Pay app and enter the details of your Edenred Card following instructions.

c) in your phone, look up the Google Play icon, search for the Google Pay app and click "Install";
d) in the Google Pay app, click "Add card";
e) do not scan your card, enter manually the card details and all the information requested by Google Pay;
f) read and confirm the Edenred Card User Agreement in Google Pay;
g) enter the verification code that you received in your email account;
h) from now on, you can use your Edenred Card for payments using the Google Pay app.

7. Can I add my Edenred Card to multiple devices?

Yes. Your card will be automatically added to Google Pay on all devices you log in to using your Google account, and which contain the downloaded Google Pay app. Keep in mind that you are responsible for all these devices.

8. I am unable to add my Edenred Card to the Google Pay app. What should I do?

First of all, make sure you are adding an active Edenred Card. Also make sure that your mobile phone supports the NFC technology (you can check this in your phone's settings) and that you are connected to the internet. Adding your Edenred Card to the Google Pay app works only in Slovakia.

If your difficulties persist, please contact our infoline at 0800 007 007 or +421 2 5070 7333 (if you are calling our infoline from abroad), open from Monday to Thursday from 8:00 to 16:30 and Friday from 8:00 to 16:00.

9. Where can I pay with my Edenred Card in the Google Pay app?

With Google Pay, you can pay at all contracted restaurants, catering outlets, or groceries, as well as accommodation and recreation facilities that accept the Edenred Card and have bank terminals for contactless payments. You can also search for a list of outlets on our website www.edenred.sk or in the Edenred Benefit mobile application.

10. Can I pay with my Edenred Card in the Google Pay app abroad as well?

The Edenred Card is valid only in Slovakia, therefore paying with your phone can also be done only in Slovakia.

11. What happens, when I pay with my Edenred Card in the Google Pay app?

You can pay with your phone using Google Pay at every partner that accepts the Edenred Card and owns a POS terminal with Google Pay or Contactless payment labels. Tap an unblocked phone over the POS terminal (the NFC function must be active). Google Pay starts automatically (Edenred Card must be set as the main card. If this is not the case, select the Edenred Card in Google Pay manually). A confirmation indicating a successful payment appears on the screen of your phone (amounts higher than €50 must be confirmed by a PIN code).

12. Do I have to be connected to the internet, when making a payment?

No. Internet connection is required only when you download the Google Pay app, and when you add your Edenred Card to the app.

13. How do I know that the payment was successful?

A few seconds after you tap your unblocked phone over a POS terminal, a confirmation indicating a successful payment appears on the screen (amounts higher than €50 must be confirmed by a PIN code). The cashier will give you a printed payment confirmation. Also, you will receive a notification in your phone containing transaction details, including the name and the number of the seller.

14. What is the minimum amount that can be paid using the Edenred Card in my phone?

The minimum value for a catering transaction is €3.83.

The minimum value of the transaction for recreation is 0.01 €.

15. What is the maximum amount that can be paid using Edenred Card in my phone?

The maximum total value of transactions per day is €90 for catering transactions.

The maximum total value of transactions per day is €500 for transactions for recreation.

With payments over €50, entering a PIN code is needed.

16. What PIN code should I enter, when prompted by the POS terminal?

Enter the PIN code of your Edenred Card. A forgotten PIN code can be in your online account at www.mojedenred.sk under „Manage my cards and wallets“, or in the mobile application Edenred Benefit.

17. My payment was unsuccessful, what could be the problem?

- check in your phone's settings that your phone supports NFC technology and that it is turned on;
- your Edenred Card must be active. Every new, renewed or expired card must be registered in the app again;
- in case you weren't connected to the internet for a longer period of time, your transaction might not have been synchronized. Reconnect to the internet;
- check, if you have sufficient funds on your Edenred card;
- the payment for meal must be at least for an amount equal to the price of one meal voucher per day, which is €3.83, under current legislation. A lower payment might not be successful. You can find more information about checking your balance under point 19.

18. Where can I view my transactions?

Google Pay shows the last 10 successful and unsuccessful mobile payments.

The overview of other transactions can be found:

- in the Edenred Benefit app;
- or in your online account at www.mojedenred.sk under „My transactions“.

19. How can I check my balance?

Your balance can be checked:

- in the Edenred Benefit app;
- in your online account at www.mojedenred.sk;
- by calling 02/52 62 7777.

20. Who recharges the cards?

Edenred recharges the card, if it receives a request from the company that ordered it (employer).

21. What should I do, if I lost my phone?

If you have the "Find my phone" service active, you can block your phone by logging in to your Google account at www.google.com/android/devicemanager. Otherwise, contact our infoline at 0800 007 007 or +421 2 5070 7333 (if you are calling our infoline from abroad), where our operators will block your card in your mobile phone. You can block your card in your online account at www.mojedenred.sk or in mobile application Edenred Benefit.

22. What to do, if I replaced my phone?

If you replaced your phone, you need to re-register your Edenred Card in the Google Pay app (more information can be found under "How can I register my Edenred Card to be able to pay using the Google Pay app?").

23. How can I remove my Edenred Card from the app?

You can remove your Edenred Card from the app by clicking the "Remove card" button. If you do not want to use Google Pay anymore, remove all cards from the app and uninstall it from your phone. You can still use your Edenred Card.