

## 1. What is mobile payment via the Google Pay application?

Add your Edenred card to the Google Pay mobile application. You can pay for lunch, gifts and services or recreation simply by taping your mobile phone to the POS terminal.

## 2. What do I need if I want to pay with my Edenred card via the Google Pay app?

If you are an Edenred cardholder, you need an Android device with version 5.0 Lollipop or later (containing NFC) and the Google Pay app, which you can download for free via the Google Play store to your device.

## 3. Is Google Pay for 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?

You can find the Google Pay app in the Google Play Store, where you can download it for free.

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

Yes. When adding your Edenred card to your mobile phone, the card number is tokenized and stored encrypted in your mobile phone. Card details are not provided to Google or shown to the merchant at checkout. The service works on the principle of using a virtual card number that is encrypted and safely stored in your mobile 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:**

- create a personal online account at [www.mojedenred.sk](http://www.mojedenred.sk) in the "User" section or download the MyEdenred app to your mobile phone via Google Play;
- during the registration, enter the e-mail address to which you will receive the verification code for registering the card to Google Pay.

**If you have already created an account, open the Google Pay application and enter the details of your Edenred Card following instructions.**

- If you already have MyEdenred app installed, just click on one of the wallets after logging in and then click on the Google Pay logo. Read and agree to the terms of use of Edenred Card in Google Pay. From now on, you can use your Edenred Card.

**If you do not have MyEdenred app, please continue to the next step:**

- in your phone, look up the Google Play icon, search for the Google Pay app and click "Install";
- in the Google Pay app, click "Add card";
- do not scan your card, enter manually card details and all information requested by the Google Pay app;
- read and agree to the terms of use of Edenred Card in Google Pay;
- enter the verification code what you received by e-mail;
- from now on, you can pay with your Edenred card via the Google Pay mobile 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 helpline at 0800 007 007 or +421 2 5070 7333 (if you are calling our helpline from abroad) on 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 via Google Pay app?

With Google Pay, you can pay (depending on which wallet you have activated) at all contracted restaurants, catering outlets, groceries, for services, gifts or leisure activities as well as accommodation and recreation facilities that accept the Edenred Card and have POS terminals for contactless payments. You can also search for a list of acceptance outlets on our website [www.edenred.sk](http://www.edenred.sk) or in MyEdenred mobile app.

## 10. Can I pay abroad with the Edenred card via the Google Pay app?

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 via Google Pay app?

You can pay with your phone via 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 on its own. Sometimes you may be asked to enter a PIN code for your phone or biometric verification (fingerprint). The Edenred card must be set as the main card. If it is not there, select the Edenred card manually in the Google Pay application. A successful payment confirmation appears on the screen of your phone.

## 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 taping your unlocked mobile phone to the POS terminal, a successful payment confirmation will display on the phone. The cashier will give you a printed payment confirmation. You'll see a notification on your mobile containing transaction details including the seller's name and number.

## 14. What is the minimum amount that can be paid using the Edenred Card via Google Pay?

The minimum transaction value for meals, gifts, services and recreation is €0.01.

## 15. What is the maximum amount that can be paid using the Edenred Card via Google Pay?

The maximum daily limit for payment from the meal (Stravovanie) wallet is €90, from the benefits (Benefits) wallet is €1,000, and from the recreation (Dovolenka) wallet is €500.

## 16. 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 time, your transaction might not have been synchronized. Reconnect to the internet.
- Check if you have sufficient funds on your Edenred card.

## 17. Where can I view my transactions?

Google Pay shows you the last 10 successful and unsuccessful mobile payments. The overview of other transactions can be found:

- in the MyEdenred mobile app
- in your online account at [www.mojedenred.sk](http://www.mojedenred.sk) under „My transactions“ section

## 18. How can I check my balance?

You can check your balance:

- via MyEdenred mobile app
- in your online account at [www.mojedenred.sk](http://www.mojedenred.sk)
- by calling 02/52 62 7777

## 19. Who recharges the funds on the cards?

Cards are recharged by Edenred at the request of the company that ordered the cards (employer).

## **20. What to do in case of loss, theft or damage of my Edenred Card?**

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](http://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. You also can block your card in your online account at [www.mojedenred.sk](http://www.mojedenred.sk) or in MyEdenred app.

## **21. What should I do when I have replaced my phone?**

If you change your mobile phone, it is necessary to re-register your Edenred card to the Google Pay application (more detailed description in the answer "How can I register my Edenred Card to be able to pay using the Google Pay app?").

## **22. 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.