



## Google Pay Frequently Asked Questions

### What do I need to use Google Pay?

To use your Android phone to pay in stores, you need an NFC- and HCE-enabled Android device running KitKat 4.4+, and the Google Pay app. If you don't already have the app on your device you can download it from the Google Play Store.

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### How do I use Google Pay?

1. Unlock your device. No need to open the app.
  2. Hold the back of your device near the contactless payment terminal.
  3. Your phone will beep or vibrate, and you will receive a confirmation on your screen to show your payment was made.
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### What should I do if I'm having difficulty adding a card?

Bank of the Sierra is standing by to help. Just call the number on the back of your card.

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### What is a virtual account number?

Your credit and debit card number is assigned a unique virtual account number that's used at checkout, so your full card details are not shared with the store when you pay. Think of it as a digital stand-in for your payment information.

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### When will I need my virtual account number? How do I find it?

You'll need your virtual account number if you would like to make a return on an item purchased with Google Pay.

To view the last four or five digits of your virtual account number go to "Card details" or "Transaction details" within the Google Pay app menu. Or hold your device near the contactless terminal and select the card you used to make the purchase.