



Mobile Wallet FAQs

1. What is a mobile wallet?

A mobile wallet lets you make purchases using your smartphone or tablet instead of your physical debit card. Simply tap your device at participating retailers to pay.

2. What are the benefits of using a mobile wallet?

Mobile wallets are convenient, secure, and easy to use. You can make purchases quickly without carrying your physical card.

3. Which mobile wallets work with First Bank debit cards?

First Bank debit cards can be added to supported mobile wallets on: Apple Pay®-iPhone and iPad devices, Samsung Wallet™-Samsung smartphones, AND Google Pay™-Android smartphones

4. Is it safe to use a mobile wallet?

Yes. Your actual card number is not shared with merchants. Instead, a secure digital token is used to process transactions, helping protect your card information.

5. How do I add my First Bank debit card to my mobile wallet?

Adding your card is easy.

1. Open the First Bank app on your phone or device.
2. Select the checking account with your debit card and then Card Management.
3. Choose **"Add to Wallet."**
4. Follow the on-screen instructions.

6. How do I make a purchase with my mobile wallet?

When you're ready to pay, unlock your device and hold it near a contactless payment terminal. Your device will securely complete the transaction with a tap.

7. Where can I use my mobile wallet?

You can use your mobile wallet anywhere contactless payments are accepted.

8. I'm having trouble adding my card to my mobile wallet. What should I do?

Check that:

- Your device is connected to the internet.
- Your card is active and not expired.
- Your device software is up to date.

9. My mobile wallet isn't working at a store. What should I do?

Contact First Bank and we'll help troubleshoot the issue.

10. What if my debit card is lost or stolen?

Contact First Bank immediately so we can protect your account and issue a replacement card if needed.

11. What if I lose my phone?

Contact First Bank right away. We can disable your mobile wallet access without replacing your debit card.