

Welcome to **BOV Pay** *always at hand*

Frequently Asked Questions

What is the BOV Pay app?

The **BOV Pay** app is a mobile digital wallet that will enable the user to effect VISA card contactless payments at the point of sale in retail outlets;

From where do I download the BOV Pay app?

The **BOV Pay** app is downloadable at:

- Google play store
- Apple store

On which devices can I use the BOV Pay app?

The **BOV Pay** is compatible with:

- Android devices: running the 4.4 operating system and above (Kit Kat);
- Apple phones: running the iOS 9 operating system and above;
- Garmin watches: Garmin watches that support Garmin Pay.

User name requirements

The User Name needs to be at least 7 characters long and your password needs to include at least one number.

What is a Digital Account Number?

Upon setting up your card to Pay-In Store, you will notice a 4 digit number and the text Digital Account Number. When you use BOV Pay and pay with your mobile device, this Digital Account Number will be used instead of your actual card number in order to protect your card information.

Do I need to have the BOV Pay app open when effecting a payment in a shop?

No. There is no need to have the BOV Pay app open in order to effect a payment.

Do I need to have my mobile data or Wifi on to effect a payment?

No. There is no need to have Mobile Data or a Wifi connection in order to effect a payment. In fact all that is required is that you have your NFC (Near Field Communication) set to ON.

Will I need to key in my PIN Number?

No. Transactions are processed with out the need to key in your PIN. Your user is authenticated when you set up the app and in order to effect a payment, your will need to unlock your mobile phone, using either your PIN, Finger-print or Facial Recognition.