

MasterPass™ Support FAQs

Q: How do I use MasterPass to buy something?

A: Once you've filled your online shopping cart and are ready to checkout, click or tap the **Masterpass** button. If you have already used your wallet on this browser, then simply **Sign in** and choose the payment card and shipping addresses you wish to use from those that you have previously saved. You can even add a new card or shipping address during checkout.

If this is your first time checking out with your wallet on this browser, you will simply have to sign in and authenticate via a onetime code that will be sent to your phone or email. Then choose your card and shipping address and hit Continue.

You'll have an opportunity to review your order before completing checkout.

Q: Is MasterPass safe to use?

A: It's our top priority to keep your personal information secure. Masterpass is powered by Mastercard, which has a long-standing reputation of trust and security. Our secure servers and technology are designed to protect your information.

Q: Do I have to pay to use Masterpass?

A: There are no fees or charges to use Masterpass. But remember, if you ever opt to receive notifications about your account by text message, you may incur standard messaging fees from your mobile phone carrier.

Q: What cards can I use with MasterPass?

A: You can add credit, debit, or prepaid cards from Mastercard, American Express, Diner's Club, Discover, and Visa. Note, depending on your wallet, not all card types will be accepted.

Q: What web & Mobile browsers are support by MasterPass?

A: Masterpass works on modern web and mobile browsers including Chrome, Firefox, Safari, and Internet Explorer 11+. Tablet and mobile devices running either iOS 6+ or Android are also supported.

Q: How do I update my name, email shipping address, mobile number, and/or password?

The future of m-Commerce

TEL 021 3000 121, FAX 086 6720496

OFFICES: RANDBURG – WESTERN CAPE. Reg no. 1996/012185/07

sales@wappoint.co.za

Directors: A.T.Kotzé, E. Barkley, L. Goosen

www.wappoint.co.za

A: First sign in to your account and then click Edit **Wallet Information**. When you have completed making your changes select **Continue**.

Q: What should I do if I no longer have access to the email address or phoned number associated with my MasterPass account?

A: If you still have access to either your mobile phone number or your email address, you can sign in to your account using that information. It's also easy to update the personal information associated with your Masterpass account.

First sign in to your account and select Edit **Wallet Information** and make the necessary edits to your wallet. When you are finished making edits click **Continue**.

If you no longer have access to either your email or mobile phone number, please contact WAPPoint on 021 3000121 or support@wappoint.co.za

Q: I forgot my password, what do I do?

A: Simply go to the Masterpass homepage to sign in, select the **Forgot your Password** link, and follow the on-screen instructions.

Q: What should I do if my mobile device is lost or stolen?

A: Your card information is still secure with Masterpass, and is not stored on your device. For extra security in case your wallet password is the same as other unsecured passwords on your mobile device, you should change your password.

If not, you can change your password on the Masterpass site by signing in to your Masterpass account. Once you're signed in, click Edit next to **Wallet Information**. From there, enter your old and new Password to change your information. When you're finished be sure to select **Continue**

Q: How do I add a new payment card?

A: Simply sign in to your Masterpass account and click on **Add Card**. Enter your card details and be sure to save.

Q: How do I remove a card?

A: Simply sign in to your account, select the card you want to remove, and select **Delete**.

Q: How do I update my card or card billing details?

A: Simply sign in to your Masterpass account to edit your card information, wallet information, or shipping addresses. You cannot edit your billing address and will have to re-add your card with the updated billing address if that has changed.

Q: How do I change my preferred payment card?

A: To change your preferred payment card, just sign in to your Masterpass account and click on the checkmark symbol next to the card you want to make your preferred payment card.

Q: Why am I being prompted for additional security information when adding or editing a card?

A: When you add a new card or edit an existing card, you may be prompted for an online security measure, put in place by the financial institution that issued your card. By entering your additional security information, you confirm that you are the authorized cardholder and your card can then be added securely. This measure helps to reduce the risk of card fraud on your account.

Q: My card was declined by the merchant, what should I do?

A: First, you should check that you have the correct and up-to-date card information stored in your wallet. Sign in to your Masterpass account, then select **View all** underneath Payment Methods. If the information is incorrect, click the Edit icon next to the card that was declined, and re-enter your card information.

If the card information is correct, it's best to call the bank or financial institution that issued the card to see why it was declined. There is usually a customer service number for the issuing bank right on the back of your card.

Q: What if the merchant doesn't accept the card I want to use to checkout?

A: Although we allow you to save all major cards in your wallet, some merchants may not accept all cards. If a card is not accepted, you will not be able to choose this card at checkout, and the card icon will be disabled. Retailers that offer Masterpass as a checkout option will always accept Mastercard.

Q: During the checkout, I've selected the "MasterPass" checkout button on the Merchant site, but now I've reached a new page. How do I sign in to my wallet?

A: After clicking or tapping the **Masterpass** checkout button, you will be directed to enter your password to sign in. If you have not selected "**Remember Me On This Device**" previously or have not checked out on that browser before, you will have to enter your email or phone number to complete the sign in.

For future checkouts (if you have cookies enabled in your browser), select the **Remember Me** checkbox and you will only need to enter your password to complete your purchase.

Q: What should do if I believe fraudulent purchased were made on my card?

A: If you believe a fraudulent purchase has been made with your Masterpass account, you should immediately contact the financial institution that issued the card you used and report your concerns.

Usually, there is a customer service number for your financial institution on the back of each card. If the card in question is a Mastercard card, you can always contact the Mastercard Assistance Center at 1-(800)-MC-ASSIST.
