

## Frequently Asked Questions (FAQs)

### What is Tejari Pay?

Tejari Pay is the newest payment solution provided by Jordan Commercial Bank. Paying for your purchases has never been easier, no need to pull out your wallet and look for the right card. With Tejari Pay, just tap your mobile on the point of sale device to pay everywhere and anywhere contactless payment is accepted.

Tejari Pay is easy and works with the Android devices you use every day. You can make contactless, secure purchases in stores at millions of merchants locally and internationally. All you need to do is install Tejari Pay app on your phone, add your MasterCard card and it is ready to use.

Tejari Pay is the simpler, safer, and smarter way to pay.

### Is Tejari Pay secure?

Protecting your identity and payment information are of paramount importance to us. There are a number of measures to keep your personal and financial information safe in Tejari Pay: Each card is given a virtual account number so that the real details are never shared with merchants, which helps to protect against fraud. Tejari Pay requires you to have a screen lock set up - depending on your phone, you can choose to enter a Pin, password, pattern or fingerprint. Every time you make a purchase, you'll see a payment confirmation showing where that transaction happened, along with the name of that merchant, making it easier to spot suspicious activity.

### Is Tejari Pay available for non-Android users?

Tejari Pay is available exclusively to users with Android devices that have NFC feature.

You can download Tejari Pay app from [Google Play](#).

### How long does it take to activate my card?

Once you add your card in Tejari Pay and verify the transaction, the card will be activated within 5 minutes. A notification will be sent to you when it becomes active.

**Note:** An active internet connection on your phone is required to activate the card.

### **If I reset my device, what happens to the cards added in Tejari Pay?**

When performing a factory data reset, all payment card information in Tejari Pay will be deleted. You will need to set up and add your payment information again into Tejari Pay.

### **Do I need to have an active internet connection for Tejari Pay to work?**

Tejari Pay requires an active internet connection to add or remove a payment card and to view transaction history. When using Tejari Pay to make a purchase, you are limited to a certain number of transactions that can be done without an active internet connection. You will need to connect your phone to the internet to refresh the offline payments.

### **Can I use my physical card if I remove them from Tejari Pay?**

Deleting a card from Tejari Pay will only remove the payment information from that specific device. Your physical card and tokens installed on other phones will remain active. However, if you want to stop your card or delete tokens installed on other phones, please contact Tejari Direct Call at 065209000.

### **Can I use the same card on more than one device?**

Yes, you can add and use your card on multiple devices.

### **How do I add my card to Tejari Pay?**

Press the (+) sign on the application's main page, enter or scan your card details, select the verification method, enter your One-Time Password (OTP) and your card will be ready to use once activated.

### **How many cards can I have on the App?**

There is no limit, you can add as many cards as you want!