Google Pay – Security Tips

- **How secure is Google Pay?**
  With a unique virtual account number created for your payment information, your name and full credit card details are never shown in the app and never shared with the merchant. Google stores your payment information on secure servers and encrypts it with industry-standard SSL (secure socket layer) technology. If your credit card is ever lost or stolen, you can easily find, lock, and erase your device using Android Device Manager (https://www.google.com/android/devicemanager).

- **What if my credit card is lost?**
  Please call our Customer Services Hotline on (852) 3608 6628 immediately to report a lost card. Once your physical credit card is reported lost, you will not be able to continue using Google Pay with this card.

- **What if my device is lost or stolen?**
  Android Device Manager (https://www.google.com/android/devicemanager) will help you find, lock, and erase your device. Also, you can simply search "Find my phone" and Google will show you where it is on a map. There is no need to cancel your credit card.

- **If I change my device, can I continue to use Google Pay?**
  Yes. You will need to add your BEA Credit Card to Google Pay again.

- **What will happen when my card is renewed?**
  If a card you have previously registered on Google Pay is renewed, your new card will be automatically registered with Google Pay when you activate it.

- **If I receive a replacement card with the same card number, do I need to update my card information with Google Pay on my existing device?**
  No. If you receive a replacement card with the same card number, your Virtual Account Number is connected to your replacement card with the same number automatically. You can use your card in Google Pay to make transactions when you receive your new BEA Credit Card.

- **What happens when I reset, format, or update my device?**
  When performing a factory data reset, format, or update, all payment information in Google Pay will be deleted. You will need to set up and enter your credit card information into Google Pay again after your device has been reset.

- **If I have my device repaired, do I have to reset Google Pay?**
  Please make sure to delete all your card details from Google Pay before having your device repaired. All payment information in Google Pay will be deleted after the repair, and you will need to set up Google Pay and re-enter your credit card information.