




Tokenization & Digital Wallets Frequently Asked Questions

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HOW IT WORKS: DIGITAL WALLETS AND DIGITAL ACCOUNT NUMBERS

Q How do digital wallets work?

A A digital wallet is an app that securely stores your card information so that you can make purchases with your mobile device in-store and online. Digital wallet apps like Apple Pay®, Samsung Pay and Google Pay™ can be used on phones and smart watches.

To make an in-store purchase, check for the contactless payment icon  at the point of sale (POS) system, open your wallet app, choose a card, and then tap your device at the POS terminal.

Q What is a digital account number?

A Your payment card information, such as the 16-digit account number found on the front of your card, will be replaced with a digital account number that can be securely stored on your device and used to make purchases. Your credit and debit card numbers are NOT stored on the device or any servers. This helps to reduce the potential for fraud.

Q On which devices / phones / tablets will this work?

A To get a complete list of compatible devices for Apple Pay®, please visit <https://support.apple.com/en-us/HT204506>.

To get a complete list of compatible devices for Samsung Pay, please visit <https://www.samsung.com/us/support/owners/app/samsung-pay>.

To get a complete list of compatible devices for Google Pay™, please visit <https://pay.google.com/about/>.

Q Where can I use my digital account number?

A Initially, digital account numbers can be used for purchases through participating merchant mobile applications on your devices, as well as through compatible in-store devices where contactless payments are accepted.

Q Who utilizes digital account numbers?

A Digital account numbers are used by merchants accepting your payment, the payment network that processes your transaction, Apple Pay®, Samsung Pay, or Google Pay™ and First Federal Bank of Louisiana.

Q

A Do I need to be connected to the internet?

For in-store contactless payments you do not need to be connected to the internet.

Q What cards are eligible?

A First Federal Bank of Louisiana consumer credit and debit cards are eligible for Apple Pay®. Only First Federal Bank of Louisiana consumer debit cards are eligible for Samsung and Google Pay™ at this time.

SECURITY AND DATA PRIVACY

Q How will this keep my information more secure?

A You no longer need to share your personal account information when you shop, which reduces the threat of your sensitive data being stored or compromised. In addition, if your device is ever lost or stolen, you will not need to cancel your underlying card, only the digital account number, which can be quickly reissued.

Q Are my credit and debit card numbers passed to the merchant?

A No, your credit and debit card numbers are NOT stored on the device, nor on any servers. This helps to reduce the potential for fraud. Instead, a digital account number is used and passed to the merchant.

Q Can I remove my digital account number stored on my devices?

A Yes, you are able to easily delete the account from your device. If you delete your digital account you will still be able to continue to make purchases with your physical payment card.

Q Are my purchases protected under zero liability?

A Yes. Whether you use a digital account number or a physical Visa® card, you are protected with Visa® Zero Liability against fraudulent transactions.¹

Q What information is stored about my purchase?

A Transaction data that is stored is kept anonymous and recent purchase history is kept private, stored only on your device and not on any services, nor is it used for any Marketing.

CONVENIENCE AND USAGE

Q What is my physical card is lost or stolen?

A Please contact First Federal Bank as soon as possible. Once you receive your replacement card you can add your new card to your wallet.

Q What if my device is lost or stolen?

A You may contact First Federal Bank to quickly suspend or remove your digital account numbers for the device. Once you receive a new device, you can add your card to your wallet. In the meantime, you can continue to use your physical card.

Q Will I continue to earn reward points from my credit and debit card(s)?

A It is expected that digital account numbers will not impact any rewards programs you already have with First Federal Bank. Please contact First Federal Bank for information on UChoose Rewards.

¹ The Visa Zero Liability policy covers U.S. issued cards only and does not apply to ATM transactions, PIN transactions not processed by Visa. Cardholder must notify issuer promptly of any unauthorized use.

Q What should I do if I receive a new or renewed card?

A You will go through the initial setup of providing the basic payments details to add the card. For a card renewal, the new expiration date will be automatically provided from Visa® with no action required by you.

Q What if I need to return an item?

A Any returns should be processed the same way they are today. Individual merchant return policies may vary.

Q What payment information will be on your receipt?

A Receipts should look the same. In some cases, the receipts created may display the last four digits of the digital account which may differ from the last four of your physical card.