

Now
Available!

How To Set Up & Use Digital Wallets!



Tap-and-Go Mobile Payment Apps Are Here!

We are excited to announce that Arrha Credit Union's Debit Card is now available with Apple Pay, Google Pay, and Samsung Pay. We are excited to bring you this latest technology! Digital wallets allow you to pay for goods and services using your smartphone or smartwatch instead of pulling out your Arrha debit or credit card.



Now Available!



We are happy to show you how to set up and use your digital wallet. Simply give us a call or visit us at either Arrha branch in Springfield or West Springfield. Or, you can learn more at www.arrhacu.com/digitalwallet.

Here's How To Set Up Your Digital Wallet!



1. You can download Google Pay in the Google Play Store
2. Go to the Wallet and tap to open
3. Follow the steps to add a new card
4. Scan card or manually enter card information
5. Next, follow bank instructions
6. Once your card is verified, you may start using Google Pay



1. You can download Samsung Pay in the Google Play Store or Galaxy Apps
2. Open Samsung Pay on your phone, and then touch GET STARTED.
3. Enter a PIN to use for Samsung Pay, and enter it again to confirm.
4. If it's your first time using Samsung Pay, you will be asked to add payment cards.
5. Add your cards or touch Samsung Pay Home to skip this step for now.
6. Then, touch OK.
7. Once your card is verified, you may start using Samsung Pay
8. Note: You need to set up Samsung Pay on your watch separately.



1. Go to the Wallet and tap to open
2. Follow the steps to add a new card
3. Scan card or manually enter card information
4. Next, follow bank instructions
5. Once your card is verified, you may start using Apple Pay

Learn more at
Arrha
Credit Union
www.arrhacu.com/digitalwallet





How Does Google Pay work? Google Pay is the fast, simple way to pay in millions of places. After you add a card, you can: Pay in stores or anywhere else using your phone. Pay in apps or on websites. Send money to friends and family (US/UK only).

Do I need to add money to Google Pay? You don't need to add money to Google Pay in order to pay. All you need to do is add a payment method, like a debit or credit card. When you use Google Pay, it's just like how you would normally use your card.

What happened to Android Pay and Google Wallet?

Android Pay and Google Wallet are now part of Google Pay. You can do all the same things you used to do with these apps, like pay in stores or send money to friends, using Google Pay.

How Safe is Google Pay?

Google Pay protects your payment information with multiple layers of security, using one of the world's most advanced security infrastructures to help keep your account safe. When you pay in stores, Google Pay doesn't share your actual card number, so your information stays secure.



Is Samsung Pay secure? Samsung Pay transactions are authorized with a PIN, fingerprint, or iris scan. After repeated failure to authenticate, Samsung Pay will erase all card data. Also, each transaction uses a random token instead of the actual card number, which means no real information from your original card or account is shared by Samsung Pay. Using Samsung Knox technology, the phone is constantly monitored for signs of malicious attacks or vulnerabilities. Even if the phone is ever compromised, card information is still safely encrypted within a separate, secure data vault.

How long does it take to activate my card? Around 5–10 minutes after any additional verification requirements have been met. Your card will display a notice and you will receive a notification when the card has been activated.

Do I need to have an active internet connection for Samsung Pay to work? Samsung Pay requires an active internet connection when adding or removing a payment card and to download transaction history. When you are using Samsung Pay to make a purchase, no internet connection is needed. However, some networks will limit you to 10 transactions during a period without internet access, after which Samsung Pay will require an active internet connection. We recommend connecting to the internet at least once per day to ensure Samsung Pay stays up to date.



How secure is Apple Pay? Apple Pay is safer than using a plastic credit, debit, or prepaid card. Every transaction on your iPhone, iPad, or Mac requires you to authenticate with Face ID, Touch ID, or your passcode. Your Apple Watch is protected by the passcode that only you know, and your passcode is required every time you put on your Apple Watch or when you pay using Apple Pay. Your card number and identity are not shared with the merchant, and your actual card numbers are not stored on your device or on Apple servers.

What if my iPhone, iPad, Apple Watch, or Mac is lost or stolen?

With Apple Pay, you authorize each purchase with Face ID, Touch ID, or your passcode. These features help prevent other people from using Apple Pay on your iPhone, iPad, Apple Watch, or Mac.

Can I continue to use my plastic credit, debit, or prepaid cards if I suspend or remove my cards in Wallet? When you suspend or remove your cards in Wallet, your device-specific Device Account Number is suspended or removed. You can continue to use your plastic cards.



Our Mission

Assist our members in reaching their financial goals by providing superior products and services in a personalized manner.

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TOLL-FREE 1-877-732-9812

FAX: 1-413-737-7635

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Easy Bank: 1-800-264-0600

Lost/Stolen ATM/Debit Card:

1-413-732-9812

Lost/Stolen Credit Card:

1-800-449-7728

Lost/Stolen Debit Card after hours:

1-800-472-3272

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