

FAQ for Contactless Payment Feature

Q1. What is a Contactless Payment Feature?

You can make payment by tapping your UOB Debit Mastercard on the terminal without entering a PIN. This is a contactless payment. The maximum payment amount for a contactless payment is RM250. Any payment above RM250 would require the PIN to be entered.

Q2. What are the benefits of contactless payment?

Contactless payments allow you to enhance your purchasing experience through faster completion of your payment while maintaining the security and integrity of the transactions.

Q3. How do I get my UOB Debit Mastercard activated for contactless payment feature?

The first successful transaction that you perform at UOB ATM or Point of Sale (POS) terminal will activate the contactless payment feature in your card.

Q4. How do I know when the payment has been made?

The terminal will print a receipt as a proof of payment.

Q5. What if I present my card twice by mistake? Could I get charged twice?

No. The purchase amount must be entered at the terminal for a contactless payment to be successful. Additionally, the terminal can only process one (1) payment transaction at a time.

Q6. What are the mitigation steps to avoid fraud on contactless payment?

Risk parameters have been set such as amount of accumulated contactless payments. Every time you perform a total of RM800 contactless payments cumulatively, you will be required to make a contact transaction and enter PIN. Any contact transaction performs in between contactless payments, the cumulative contactless amount will be reset to zero.

Q7. Can I turn off the contactless payment feature?

Yes, you can request to turn off contactless payment feature at any UOB branch.

Q8. Can I adjust the cumulative contactless transaction limit?

Yes, you can request at any UOB branch.