



Bank of Commerce

An affiliate of San Miguel Corporation



Tap and Pay in a Snap using your Bank of Commerce Mastercard Contactless Credit Card

FREQUENTLY ASKED QUESTIONS

What is Mastercard Contactless?

Mastercard Contactless uses a hidden embedded computer chip and radio frequency antennae to make secure and safe payment transaction by simply tapping the card at any contactless payment terminal.

How do I know if my Bank of Commerce Mastercard is equipped with Mastercard Contactless?

Bank of Commerce Mastercard Contactless credit card has the Contactless Symbol (W) on the card.

How do I pay using my Bank of Commerce Mastercard Contactless Credit Card?

To make a purchase, simply tap your Bank of Commerce Mastercard Contactless Credit Card on contactless payment terminal at checkout counters.

How close does the “tap” have to be to the contactless payment terminal?

It must be within an inch or two of the contactless symbol on the terminal at the counter. If you have more than one contactless card in your wallet, do not tap your wallet against the terminal. Instead, remove the specific card you would like to use rather than tapping your wallet against the reader.

How does contactless payment work?

Contactless uses a hidden embedded computer chip and radio frequency antennae. After you tap your contactless card at checkout, payment details are sent wirelessly to the Mastercard network.

Is it safe to use Contactless payments?

Yes, absolutely. Contactless payments provide secure encryption technology and are as safe as your regular card.

- **You are in control** – your contactless-enabled card or device never leaves your hands to make a payment.
- **No accidental payments** – your contactless-enabled card or device must be close to the reader at checkout to work.
- **Not billed twice** – even if you tap more than once at checkout, you'll only get billed once for your purchase.

Why wasn't I asked to sign the charge slip after my contactless transaction?

To ensure that using contactless is as simple and convenient as cash, some merchants may not require signatures for purchases lower than Php 2,000.00

Can I still use my contactless credit card on non-contactless payment terminals?

You can still use your contactless credit card by dipping your card or swiping your card at the payment terminal.

Do I have to treat my Bank of Commerce Mastercard Contactless Credit Card in any special way?

Take care of your contactless credit card as you would any other credit card. Always know where your contactless card is and keep it in a safe place. If you have lost your card, please report immediately at Bank of Commerce Customer Care (02) 632-2265 or Domestic Toll-free numbers: 1800-10-982-6000 (PLDT) & 1800-8-982-6000 (Globe Lines).

BANKCOM CUSTOMER CARE

Metro Manila: (02) 632-BANK (2265)
Domestic Toll-free numbers: (PLDT) 1800-10-982-6000 and (Globe Lines) 1800-8-982-6000
Email: customerservice@bankcom.com.ph
BankofCommerce@bankcom.com.ph
Bank of Commerce website: <https://www.bankcom.com.ph>

Bank of Commerce is supervised by the Bangko Sentral ng Pilipinas with tel. no. (02) 708-7087 and email address: consumeraffairs@bsp.gov.ph

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