Welcome to Your Digital Wallet

FAQ's Google Pay

What's Google Pay? What happened to Android Pay?

Google Pay is a new name and look for existing Google payment products. You'll still be able to use your phone to pay in stores and online with Google Pay, as you do today with Android Pay.

Where can I use Google Pay to make purchases?

You can use Google Pay on apps, websites and in hundreds of stores where you see the following symbols:

G Pay pay

How do I add my First Citizens' Visa® CheckCard to Google Pay?

Getting started with Google Pay™ is simple:
1. Download the Google Pay app
2. Add your First Citizens' Visa® CheckCard — it's as simple as snapping a photo
3. Call (800) 642-7515 to verify your Google Pay during Contact Center Hours; Mon-Weds. 8:00am - 5:00pm / Thurs.-Fri. 8:00am - 7:00pm / Sat. 8:00am - 2:00pm.
4. Pay confidently at over a million locations in the U.S.

How do I upgrade from Android Pay to Google Pay?

Existing Android Pay app users don't need to do anything. Mobile apps will automatically update to the new branding. If you're interested in Google Pay but not already an Android Pay user, you can still download the Android Pay app today to make fast and simple in-store payments. The app will automatically update when Google Pay is available.

How do I use Google Pay?

From the lock screen, swipe to Google Pay and select your First Citizens' Visa® CheckCard. Hold your phone against the payment terminal. You may still need to enter your pin or sign.

How do I stop using Google Pay?

If you no longer want to use Google Pay, you can either remove it or disable it depending on your device.
1. On your device, go to your Settings app> Applications Application manager.
   • On some devices, you might need to go to your Settings app > Apps > Google Pay.
2. Tap Google Pay.
3. Tap Uninstall.
   • If Google Pay came preinstalled on your device, tap Disable.

How secure is Google Pay?

You'll need to set up a screen lock on your device before you add cards. If you turn screen lock off, Google Pay removes your cards for your protection.

Each payment card you add gets a virtual account number that merchants see when you buy. Your payment information isn't shared with merchants.

What if my phone is lost or stolen?

With Google Pay, you authorize most purchases with your passcode. This feature helps prevent other people from using Google Pay on your phone.

You can call First Citizens' at 1-800-642-7515 to suspend or remove your cards from digital wallet or if you see a charge on your checking account statement for digital wallet that you did not authorize. Contact Center hours; Mon-Weds. 8:00am - 5:00pm / Thurs.-Fri 8:00am - 7:00pm / Sat. 8:00am - 2:00pm. To learn more about what to do if your phone is lost or stolen click here: firstcitizens.org/tools/resources/security-and-fraud-alerts.

Learn more about Google Pay and Qualifying Merchants.