

Mobile Wallet FAQ's

What is Mobile Wallet?

Mobile wallet is a convenient way to carry credit and debit card information in digital form on your mobile device. Once cards are digitally stored and secured within the mobile device, users may use their mobile device for transactions where accepted.

What devices work with Mobile Wallet?

Apple Pay is only available on apple devices. These devices must be using iOS 8 or newer and be the following devices or newer: iPhone 6/6 Plus, iPad Air 2/Mini 3, and Apple Watch.

Google Pay is only for android devices. These devices must be using Android OS Kit Kat 4.4 or higher.

Fit Bit Pay and Garmin Pay are also available.

My device is one of the models listed above, but I do not see Mobile Wallet.

Please verify your operating software is up to date. To check your current operating software, go to your device's settings to see if an update is available.

Which AlaTrust card can I use with my Mobile Wallet?

You can use your AlaTrust Debit Card, AlaTrust Visa Classic Card and/or AlaTrust Visa Platinum Card.

I only have an AlaTrust ATM card, can that be used with Mobile Wallet?

No, it must be a transactional card.

Can I enroll more than one AlaTrust card on Mobile Wallet?

Yes, you can enroll more than one card. If you do this, be sure to set the correct card as your default card.

Does Mobile Wallet only work for in-store purchases?

No, you can use your mobile wallet for purchases in stores, within a mobile app and on the web at participating retailers.

Can the merchant see my debit or credit card numbers?

No, they will not be able to see your debit or credit card numbers because they are not stored on the device. Your debit and credit card numbers are placed with a token or code for data security.

What if my debit or credit card is lost or stolen?

Notify us immediately at 1-800-264-8031 Monday-Friday 8am-5pm. Notify us after hours at 1-877-745-4569 for lost or stolen debit cards or 1-866-889-9132 for lost or stolen credit cards. We will cancel your card; at that time your lost or stolen card will not be available through mobile wallet. When your new plastic card is activated, you will need to enroll the new card number in your mobile wallet.

What if my phone is lost or stolen?

Immediately notify us at 1-800-264-8031. We will disable the AlaTrust card within your mobile wallet. Your token is different than your plastic card number and therefore your debit or credit card will not be affected and can still be used.

Can Mobile Wallet be used in other countries?

Yes, you may utilize your mobile wallet at all participating merchants. Standard currency exchange rates apply. The websites for Apple Pay and Google Pay give more information on participating merchants.

What stores accept Apple Pay and Google Pay?

For listings of merchants who accept Apple Pay and Google Pay please visit:

Apple Pay: www.apple.com/apple-pay/where-to-use

Google Pay: www.pay.google.com/about/where-to-use