

BMO Mobile *PayPass* Tag FAQs

What if my phone is lost or stolen?

If your mobile device with Mobile *PayPass* Tag is lost or stolen, please contact Emergency Card Services immediately at: 1-800-361-3361 (within Canada or the U.S.) or 1-514-877-0330 (outside of Canada or the U.S.). Your Mobile *PayPass* account number will be cancelled.

What if my credit card is lost, can I continue to use my Mobile *PayPass* Tag?

Yes. If you lose your credit card, you can continue to use your BMO Mobile *PayPass* Tag to make purchases where *PayPass* is accepted for a maximum of \$100 until your new credit card arrives (if a new card has been requested).

What if my Mobile *PayPass* Tag is damaged and I need a replacement?

If you need to replace your Mobile *PayPass* Tag please call us at 1-800-263-2263 (TTY 1-866-859-2089) and we will issue you a new Mobile *PayPass* Tag. Upon receipt of your new tag, please destroy and safely discard your old one.

Will I get a receipt for purchases made with my Mobile *PayPass* Tag?

Some merchants may forego giving receipts in the interest of speed and convenience. You can always request a receipt.

Is there a purchase limit?

The purchase limit is dependent on the merchant, most merchants have a \$50 limit and some have a \$100 limit. For transactions under \$50 you should not be asked for a signature.

Can I get additional Mobile *PayPass* Tags for other users on my account?

Yes. Each cardholder on your account may have one Mobile *PayPass* Tag.

Can I remove my Mobile *PayPass* Tag and place it on another phone?

You can remove your tag and place it on another phone, but some phone models in the market may have more adhesive surfaces than others. Please request another Mobile *PayPass* Tag if you feel yours has lost its adhesiveness.

Where on my phone should I place my Mobile *PayPass* Tag?

Ideally, you should attach your Mobile *PayPass* Tag directly over the area in which the battery is located. If you don't know the position of the battery, centre the tag lengthwise on the back of your phone. Proper placement of the tag can optimize performance.

Is Mobile *PayPass* Tag compatible with all mobile devices?

Your mobile tag can be placed on all mobile devices, but there are certain devices that may cause interference with the mobile tag signal. Typically, this is experienced on mobile devices with a metallic backing or which have a metallic protective cover (i.e. iPhone 6+, iPhone 6, iPhone 5). Please refer to your manufacturer's site for phone device specifications.