

What is a digital account number?

Your payment card information, such as the 16-digit account number found on the front of your card, will be replaced with a virtual digital account number that is securely stored on the device and used to make purchases. Your credit and debit card numbers are NOT stored on the device. This helps to reduce the potential for fraud.

The process is invisible to consumers and happens behind the scenes. It also helps to simplify checkout by eliminating the need to enter and re-enter your account number when buying items at the point-of-sale or in mobile applications “in-app.”

How will this keep my information more secure?

By using a digital account number, you no longer need to share your personal account information when you shop. This reduces the threat of your sensitive data being stored or compromised, because only the digital account number is passed on and your payment details are never actually shared with a merchant. In addition, if your device is ever lost or stolen, you will not need to cancel your underlying card, only the digital account number, which can be quickly reissued.

Are my credit and debit card numbers passed to the merchant?

No, your actual credit and debit card numbers are NOT stored on the device, and are not passed to merchants. This helps to reduce the potential for fraud. Instead, a digital account number is used, and that is passed to the merchant.

Where can I use my digital account number – In-store or online?

Digital account numbers can be used for purchases on supported devices through participating merchant mobile applications, as well as at any merchant where contactless payments are accepted.

How does my device transmit payment details?

When shopping in-store, simply activate the payment functionality on your device and hold the device in front of a contactless reader. The digital account information stored on the device will be transmitted directly to that contactless reader.

Can I use my Reliant debit card and credit card for mobile wallet?

Yes, both Reliant debit and credit cards can be used on supported devices at participating merchants.

Do I need to be connected to the internet?

For in-store contactless payments you do not need to be connected to the internet. For purchase through participating apps, you do.

Am I liable for fraudulent transactions?

No. Whether you use a digital account number or a physical Visa card, you are protected with Visa Zero Liability against fraudulent transactions.

What if my physical Visa card is lost or stolen?

Please contact Reliant as soon as possible. Once you receive your replacement card you can add your new card to your mobile wallet.

What should I do when I receive a new, renewed or replacement card?

For any new cards, you will go through the initial set up of providing the basic payments details to add the card to mobile wallet. For a card renewal or replacement, just remove the old card and add the new card.

Can I remove my digital account number stored on my device?

Yes, you are able to delete the account from your device. If you delete your digital account, you will still be able to continue to make purchases with your physical payment card.

What devices are supported?

Please click on the appropriate link below for the mobile wallet option you use.

[Apple Pay™](#) | [Google Pay](#) | [Samsung Pay](#) | [Microsoft Wallet](#)

How do I set up my device?

Please click on the appropriate link below for the mobile wallet option you use. You will be prompted to have a one-time passcode sent to an email address or phone number on file with Reliant.

[Apple Pay™](#) | [Google Pay](#) | [Samsung Pay](#) | [Microsoft Wallet](#)

How do I use mobile wallet for contactless payments?

Please click on the appropriate link below for the mobile wallet option you use.

[Apple Pay™](#) | [Google Pay](#) | [Samsung Pay](#) | [Microsoft Wallet](#)

What if my device is lost or stolen?

Please see the information below for the mobile wallet option you use. (You will need to first set up the appropriate device management option for your device.) You may also contact Reliant and we can suspend the digital account number(s) for the respective device. Once you receive a new device, simply add cards to it. In the meantime, you can continue to use your physical card without interruption.

Apple Pay: Use Find My Apple Device to quickly suspend or remove your digital account number(s) for the respective device.

Google Pay: Use Android Device Manager to lock your device, secure it with a new password, or wipe it clean of personal data.

Samsung Pay: Use the Samsung Find My Mobile service to remotely lock your device and erase your payment cards.

Microsoft Wallet: Use Find My Phone to lock a device and erase information.