

Fitbit Pay™ Frequently Asked Questions

What is Fitbit Pay?

Fitbit Pay makes shopping at your favorite places easy and hands-free. To make a secure payment, just tap your watch or tracker anywhere you see the contactless payment symbol and go—no phone or wallet necessary.

Is Fitbit Pay free to use?

Capital Bank does not charge to use Apple Pay. However, be aware that charges from your mobile carrier may apply depending on your data plan.

How does Fitbit Pay work?

Fitbit Pay uses technologies built into your device that create an electronic version of your debit card.

Are my payments safe with Fitbit Pay?

Yes, when using Fitbit Pay, your Debit Mastercard number is not stored on your watch or given to the merchant. Fitbit Pay includes many security features. Fitbit Pay uses an industry-standard tokenization platform to ensure your card information is never revealed or shared with merchants or with Fitbit. Fitbit Pay also requires you to use a personal 4-digit PIN code for an added layer of protection.

Is my privacy and personal information protected?

Yes. Fitbit Pay does not store your debit card number on your device; you never reveal your name, card number (only the last four digits will appear) or security code to merchants.

Where can I use Fitbit Pay?

You can use Fitbit Pay to make purchases at any store that accepts contactless payments that support Fitbit Pay.

How do I add my Capital Bank Debit Mastercard to Fitbit Pay?

Step 1: Tap the Today tab, and then your profile picture.

Step 2: Tap the device image, and then the Wallet tile.

Step 3: Follow the instructions that appear on the screen.

Step 4: Follow the steps to verify your card.

Step 5: Turn on notifications for your phone, if needed, to complete the setup.

Can I opt out of Fitbit Pay at any time?

Yes, adding your debit cards to Fitbit app is your choice; you can quickly delete a payment card from Fitbit wallet. Deleting a card will only remove the payment information, including the digital card number (token) from the device. Your physical card will remain active.

The Wallet section of the Fitbit app is where you add and remove payment cards for Fitbit Pay, set a default card for your device, edit a payment method, and review recent purchases. If you lose your device, you can also suspend the cards on it for added security.

How do I get a refund for something I purchased with Fitbit Pay?

Merchants handle refunds, returns as well as cancelled and voided transactions the same way as any other card.

How can I view transactions with Fitbit Pay?

On Fitbit app dashboard, tap or click the Account icon.

Tap or click your Watch tile.

Tap or click the Wallet tile.

Find the card stored on your watch and then scroll down to see your three most recent transactions.

Where can I learn more about Fitbit Pay?

More information is available at www.fitbit.com/global/us/technology/fitbit-pay.