Pingit: Customer Q&A (Mobile Checkout)

ABOUT PINGIT

What is Pingit?

Pingit is a mobile payment service that lets you send and receive money using just your mobile phone number. If you are aged 16 or over all you need is the Pingit app, a UK bank account and a UK registered mobile phone number. It's powered by Barclays, but you don't need to be a Barclays account holder to use Pingit. It's quick, free and totally secure.

What are the benefits of Pingit?

Pingit is an easy to use, safe way to pay your bills whilst protecting your account information. With Pingit you can make purchases swiftly and securely from your smartphone or other mobile device. Because Pingit stores all your details, you can bypass the usual process of inputting your address or card details, making checkout truly effortless. You can pay your bill wherever you are, as long as you have your mobile phone with you.

HOW TO GET PINGIT

How can I get Pingit?

Pingit is powered by Barclays, but you don't have to bank with Barclays to use Pingit. If you are over 16 and have a UK bank account it's easy to get Pingit on your phone and it's free to use. Simply visit the App Store and download the Pingit app. You will be asked to enter the number of the mobile handset that you want to use to make payments and the bank account that you would like to make your payments from. Pingit is available on Apple, Android and Windows devices.

What else can I use Pingit for?

Pingit can be used to make a variety of payments quickly and securely. You can pay your friends and family back with just their mobile number, pay for your National Lottery ticket, pay a tradesman or local business or donate to charity.

Is Pingit free?

Yes, the app is free to download and you won't get charged for making payments. You will need to be connected to the internet via your mobile phone network or WIFI, so you may get charged by your network service provider for mobile internet use.

Who can use Pingit?

To be eligible for Pingit, you need:

- To be aged 16 or older
- A current account with a UK bank
- A valid UK mobile phone number

You can use Pingit even if you don't bank with Barclays. You'll be set up a Pingit Account to use. You can pay money into this at a Barclays branch, transfer money to it from your UK current account or use any UK Barclays cash machine. In some cases, we might be asked to confirm your identity by visiting a Barclays branch.

How do I know Pingit is safe?

Your account is protected by a 5-digit number that you need to input to access the app. If your phone is lost or stolen the app can easily be deregistered.
When you checkout, the details of the company you're paying are automatically inputted. You don't have to input any account or reference details so there's no chance of sending money to someone else by accident.

What if I need some help setting up my Barclays Pingit app?

Setting up Barclays Pingit is quick and easy, with clear on-screen instructions at every stage. If you do need help, then our dedicated Pingit helpline is available 24 hours a day, every day. Please press the 'Call Us' tab inside the app or call 0333 2001012* and ask to speak to a Pingit advisor.
* calls to 0333 numbers use free minutes if available or cost the same as 01/02 prefix calls.

PAYING YOUR BILL

How can I use Pingit to pay my bill?

At the payment page, just select to pay with Pingit. The Pingit app will open automatically with five-digit passcode security. The merchant name, amount and reference will be automatically displayed. Just click OK to confirm payment. Once the transaction is complete, you are automatically and seamlessly returned to the website where your payment confirmation will be displayed.

How do I know I've paid?

You'll receive a notification confirming that the payment has been made successfully. You can also see your transaction history in the 'Activity' tab.

Is there a limit on how much I can pay?

There is a limit of £1,500 per transaction when you pay with Pingit through mobile checkout.

HELP

For more information, go to www.pingit.com or go to the help section in the Pingit app.