SWATCHPAY! SWITZERLAND

FAQ

What is a SwatchPAY! Watch?

A SwatchPAY! Watch is a Swatch you can pay with! The watch uses a virtual card, linked to a real payment card.

What are the benefits of SwatchPAY!?

SwatchPAY! is a fast payment system, doesn't need batteries to work and is water-resistant. It's easy to link a card to your watch and you can have more than one watch in your account, making it easy to organize your expenses.

Which cards can I link to my SwatchPAY!?

For the launch, Mastercard is the only available scheme.

For more information, visit our website on www.swatch.com or download the SwatchPAY! App and test your card eligibility.

Where can I activate my SwatchPAY!?

To link your payment card to your SwatchPAY! Watch you need to go to one of the selected Swatch stores and use an available SwatchPAY! Box. Visit www.swatch.com to find out more about the selected stores.

Is there a payment limit?

In Switzerland the contactless payment limit is 40 CHF.

What if I go over the payment limit?

All you have to do is introduce your card's pin code.

Is there any activation cost or fee from Swatch?

All you have to do is get the watch, the rest is fast, easy and for free.

How can I download the app?

You just need to search for the App "SwatchPAY!" in Apple's App Store or Google Play. If you're in-store doing the activation of the watch, you have the QR code 1 on the SwatchPAY! Box to download the app. The app is free of charge.

How can I delete my SwatchPAY! data?

With the app you can remove the link with your payment card but some non-sensitive data will still be stored on the watch. To completely remove it, please visit a Swatch store before.

What is the SwatchPAY! Box?

The SwatchPAY! Box is the secure link that connects your SwatchPAY! Watch with your mobile device and uploads the virtual card.

It's a BLE (Bluetooth Low Energy) and NFC (Near Field Communication) reader.

What devices can I use with the SwatchPAY! Box?

Only mobile devices running Android 4.4 or iOS 10 and above.

Is the SwatchPAY! Box really safe to use?

All data received by the SwatchPAY! Box is from the payment network TSP and encrypted. With a standard BLE encryption to protect all communication with your mobile device, you can feel safe to use the SwatchPAY! Box. Swatch cannot read nor use your data.

What should I do in case I lose my watch or someone steals it?

The first thing you should do is suspend your virtual card within the SwatchPAY! App. Go to "My SwatchPAY!", select your card and click on the suspend button.

If you prefer, you can also delete your virtual card and token.

Once the virtual card is suspended or deleted through the app, the watch can no longer be used to pay. If you lose your physical payment card, you should immediately call the issuing bank to block the card.

Something is wrong with my watch, can I send it for repair?

To repair your watch, please head to a Swatch store.

Before our specialists try to fix your watch, you must suspend or remove the payment function. You will have to sign a document (provided by the store), that confirms that you've suspended the virtual payment card before it goes in for repair.