



Frequently Asked Questions (FAQs) – System Upgrade for UOB Mastercard Card(s) Apple Pay

(1) Why is my transaction declined?

Due to a system upgrade, all UOB Mastercard Card(s) which have been added to your Apple Pay mobile wallet prior to 4.30pm 29th Dec 2024 will not work from 1st Jan 2025. To avoid disruption when making Apple Pay transactions using your UOB Mastercard Card(s), please remove and then add back the card(s) into your Apple Pay mobile wallet.

(2) Why was there no issue when I used the card previously? (eg. previous transaction was in 2024)

The system upgrade took place at 4.30pm 29th Dec 2024, hence all UOB Mastercard Card(s) added before that will be impacted from 1st Jan 2025. To avoid disruption when making Apple Pay transactions using your UOB Mastercard Card(s), please remove and then add back the card(s) into your Apple Pay mobile wallet.

(3) Will my supplementary card be impacted?

Yes. All UOB Mastercard Card(s), including supplementary cards, which have been added to Apple Pay mobile wallet prior to 4.30pm 29th Dec 2024 will not work from 1st Jan 2025.

(4) Will Contactless ATM Withdrawal be impacted?

Yes. You will not be able to perform Contactless ATM cash withdrawal from 1 Jan 2025 if you have added your UOB Mastercard Card(s) to your Apple Pay mobile wallet prior to 4.30pm 29th Dec 2024. Please remove and then add back the card(s) into your Apple Pay mobile wallet.

(5) Why am I able to transact using another Bank's card and only encounter this with UOB card?

Every bank's system infrastructure is different so system changes can impact the banks differently. We apologise for inconvenience caused.

6) How do I remove and add back my UOB Mastercard Card(s) to Apple Pay Wallet?

To remove your card:

- Go to your UOB Mastercard Card in Apple Wallet
- Tap on the "... " icon on top right
- Tap on "Card Details"
- Scroll down and tap on "Remove Card"

To add back your card:

Please refer to [UOB Apple Pay](#) website for step-by-step guide.