

Tips for cardholders before starting a UnionPay payment

- 1. Check your browser and firewall to allow a pop-up window.**
(IOS+Safari, Windows+IE and Android+Default Browser are recommended).
- 2. Make sure you are able to access the One-Time-Password (OTP) sent to the dedicated phone number linked with your bank card.**
(When in the UK, make sure international roaming is activated on your China mobile phone number).
- 3. Kindly complete payment in 30 minutes after starting to make a payment.**
- 4. For Bank of China cardholders, you will have to allow the ActiveX plugin to be installed on your computer (Browser) for you to key in the PIN on the payment page.**
Meanwhile, you may need to contact issuer customer service or use the Bank of China APP to lift the payment limit of your card when making payments of large amounts.
- 5. For China Construction Bank cardholders, you may need to contact the customer service of your issuing bank to allow online payment made to merchants outside the Chinese Mainland.**
- 6. Send an email to europa_uk@unionpayintl.com if you encounter problems completing payments.**