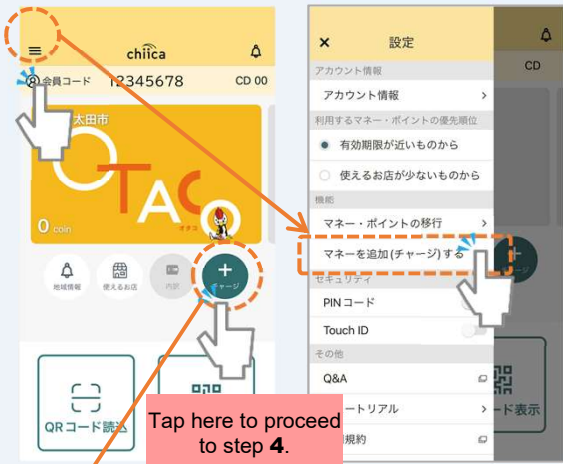


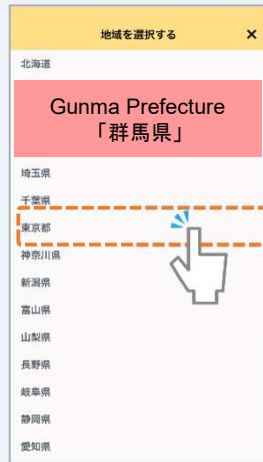
How to Top Up "chiica" App Using a Credit Card

太田市役所 産業政策課「クレジットカードからchiicaアプリへのチャージ方法」・英語版

- 1** Log into the app, tap the menu button, and select "Top up e-money (マネーを追加 (チャージ) する.)"



- 2** Select your prefecture.



- 3** Select your city.



- 4** Select the e-money that you want to top up.



- 5** Select "Credit card (クレジットカード)."



- 6** Tap "Register your credit card (クレジットカードを登録する)."



- 7** Enter your card details and tap "Register (登録する)."



- 8** Enter the amount you want to top up and tap "Top up (チャージする)."



- 9** Enter your PIN number on your card company's payment screen and tap "Submit (送信)."



- 10** Completed (チャージされました).



- 11** Verify the amount and check that it is safely proceeded.



A variety of local currencies are available on “chiika,” so please make sure to check the name of the area / city and e-money that you are using before topping up.
Note: Only e-money available for you should be displayed in the top up menu.

Frequently Asked Questions

Q What should I do if I do not remember my PIN number?

A We are unable to provide your credit card information, so please contact your credit card company directly. (Contact information should be listed on the back of your card.)

Q I received an error message and cannot proceed. What should I do?

A There are some cases where the authentication fails even if the card is compatible with 3-D Secure. Please contact your card company directly if you receive an error message when topping.

Q I have accidentally topped up a different currency. Is it possible to receive a refund?

A Yes. Please send an email below with your (user's) name, membership number (8 digits), the amount that you topped up by mistake for cancellation. We appreciate your understanding in advance that the process may take long.

Contact Information: chiicainfo@trustbank.co.jp