

## **ValeroPay+ FAQs**

### **Do I need a Wi-Fi® connection to use ValeroPay+?**

No, ValeroPay+ will find a cellular signal and automatically work with your station's gas pumps and convenience store register.

### **Why does ValeroPay+ need my location?**

ValeroPay+ uses your phone's GPS to help you find nearby ValeroPay+ enabled stations and quickly identify the station where you want to buy gas. These convenience features will work once you allow ValeroPay+ access to your mobile device's location service. If ValeroPay+ does not auto-locate you, select the map and the re-center icon on the upper right-hand corner to find a location nearest to you.

### **Where is ValeroPay+ accepted?**

You can view participating locations by selecting the map feature within ValeroPay+. If you see a station that's missing from the map or shown in the wrong place, please contact Valero support at 888-682-5376 or in the ValeroPay+ app by navigating to Settings and selecting Help/About.

### **What happens if I didn't receive the discounted offer?**

If an offer was not applied on your completed transaction, we're here to help. Please contact ValeroPay+ Support at 888-682-5376 or in the ValeroPay+ app by navigating to Settings and selecting Help/About.

### **Valero ValuePay asks for my bank information. Is it safe?**

Yes. You can securely link your checking account and use Valero ValuePay to purchase fuel and convenience store items. The security resources we've added make sure the information you enter is accurate and protects your personal information.

### **How will app purchases appear on my credit card bill?**

Transactions will appear as they normally would just as if you had used a credit card to make the purchase.

### **How do I change the Notification settings?**

Enter the Settings menu, select General Settings and navigate to Notifications to customize your Notification settings.

### **Where can I change my password?**

In Settings, navigate to Security. Follow the prompts on the screen to change your password.

### **How do I delete my account or withdraw consent?**

In Settings, select General Settings and navigate to Security. If you choose to delete your account, all of your information will be permanently removed; your transaction history will no longer be available.

To withdraw consent, enter the Settings menu, select General Settings and navigate to Security. Here you can opt out and suspend your account until you log in again and opt back in.

### **How do I request help with the app or correct an error?**

Contact ValeroPay+ Support at 888-682-5376, or in the app navigate to Settings and select Help/About.