Frequently Asked Questions (FAQs)
FAAN GoCashless Card

1. What is the FAAN Go Cashless Airport Card?

The FAAN Go Cashless Airport Card is a prepaid contactless payment card that allows travelers, motorists, and other airport users to make fast, secure, and convenient cashless payments at FAAN revenue points.

It is part of the Federal Airports Authority of Nigeria (FAAN) Go Cashless initiative, powered in partnership with Paystack.

This initiative aligns with the Central Bank of Nigeria's cashless policy and the Federal Government's drive to promote electronic payments and transparency in government revenue collection.

2. What payment options are available at FAAN airports?

FAAN provides multiple cashless payment options for your convenience:

1. **FAAN Contactless Airport Card**
   The fastest payment method with approximately one minute processing time.
   No additional transaction charges.
2. **E-Tags (For use at Access Gates)**
   Suitable for frequent airport users.
3. **VIP E-Tags**
   Special access solution for approved users.
4. **Bank Debit or Credit Cards (Chip and PIN)**
   You can pay using your regular bank card.
   Please note that bank card payments attract a government processing charge of approximately ₦162.

For faster entry and to avoid extra charges, FAAN recommends using the FAAN Contactless Airport Card or E-Tag options.

3. Where can I use the FAAN Airport Card?

You can use the FAAN Airport Card at FAAN managed airport payment points, including:

- Access gates
- Car parks
- Lounges
- Other FAAN service points

The card works across FAAN airports nationwide, including Lagos and Abuja.

4. How do I register for the FAAN Airport Card?

Registration is simple and takes only a few minutes.

Important: You are encouraged to register and fund your wallet **before arriving at the airport gate** to avoid delays.

Step 1: Create your account
Visit **www.gocashless.faan.gov.ng** or scan the QR code provided at the airport.

Step 2: Verify your details
Enter your full name and mobile number, then confirm using the OTP sent to your phone and/ or email.

Step 3: Get your virtual account
A personal virtual account number will be created automatically and sent to you via SMS.
You will use this account to fund your wallet anytime.
Step 4: Fund your wallet
Transfer a minimum of ₦2,000 from any Nigerian bank to activate your account.
Step 5: Collect your physical card
Pick up your prepaid card at any FAAN Airport Access Gate or the Office of the Head of
Commercials at the airport.
Step 6: Link and activate your card
Log into your dashboard and enter the unique card details printed on your card to
complete registration.

5. What is the difference between the FAAN Contactless Card and my bank ATM card?

FAAN Contactless Card
- Designed specifically for airport payments
- Payment takes 2 seconds, you just "*Tap and go*"
- No additional processing charges
- Multiple cards cards be linked to one account
- Linked to your FAAN wallet balance

Bank ATM Card
- Regular debit or credit card issued by your bank
- Requires Chip and PIN authentication
- Longer processing times and longer queues at the Access gate
- Attracts a government processing fee of about N162.

For convenience and speed, FAAN recommends using the FAAN Contactless Card.

6. Can I register more than one card?

Yes. You can register multiple cards under one account.
All cards will share the same wallet balance, and you may also share cards with family
members, friends, or staff while managing payments from one wallet.

7. Do I need to register again when I visit another airport?

No. Once your card is registered, it works at all FAAN managed airports nationwide.

8. Is there a fee for registration?

Registration is free.
However, a **one time card issuance fee of ₦500** will be deducted from your wallet balance
to cover the cost of the physical card.
There are no additional charges for using the card.

9. I am unable to register my card. What should I do?

Please confirm that you are entering the correct card details.
If the issue continues:
- Request a replacement card at the airport access gate or support desk, or
- Contact support:

Phone: **0700-227-3226 (0700-CBS-FAAN)**
Email: **gocashlesssupport@faan.gov.ng**

10. What should I do if my card is lost or stolen?

If your card is lost or stolen:

1. Log into your dashboard immediately to block the card.
2. Report the incident at a FAAN helpdesk or contact customer support.

You can then request a replacement card.

11. Can international travelers use the FAAN Airport Card?

Yes. International travelers visiting Nigeria can register and use the FAAN Go Cashless Airport Card.

Please note:

- The card can only be used at FAAN managed airports within Nigeria.
- It cannot be used outside Nigeria or at non-FAAN locations.

12. How do I check my wallet balance?

You can check your balance in two ways:

- You will receive an SMS notification after every transaction.
- Log into your dashboard at **www.gocashless.faan.gov.ng** to view your wallet balance and transaction history.

13. Who do I contact for support?

For help with registration, funding, or using your card:

- Visit the FAAN customer support desk at the airport, or
- Call: **0700-227-3226 (0700-CBS-FAAN)**
- Email: **gocashlesssupport@faan.gov.ng**

Important Notice to Customers

The FAAN Go Cashless system has been operational since **October**, and cashless payments are now being fully enforced in line with Federal Government directives for electronic payment adoption across government services.

All airport users are therefore encouraged to obtain and fund their FAAN Airport Cards before arriving at the airport to ensure smooth access.