

One Time Password for your Supplementary Credit Card Transactions

Online Transactions with your Supplementary Credit Card

Every time you initiate an online transaction/ make an online purchase using your supplementary credit card, the One Time Password (OTP) will be sent directly to the Supplementary cardholder's registered mobile number and email address. This will be effective from 30 November 2014.

How does the change work?

- Today, when the Supplementary Credit Cardholder makes an online transaction at any 3D Secure™ website, the Primary Credit Cardholder receives the One-Time Password (OTP) on his/her mobile and email address.
- Effective 30 November 2014, when the Supplementary Credit Cardholder makes an online transaction at any 3D Secure™ website, the Supplementary Credit Cardholder will receive the OTP on his/her own mobile and email address.

Update your Contact Information

If you would like to notify us of any changes to your contact information, please call 600 5222 88. Priority Banking clients, please call on 800 4949.

Kindly note that ONLY the Primary Credit Cardholder can update the contact details for the Supplementary Credit Cardholder.

What happens if contact information is not updated?

You and/or Supplementary Credit Cardholder will not be able to receive the One Time Password (OTP) for online transactions or complete the online purchase.

For more information

Please call 600 5222 88.

Priority Banking Clients

Please call your Relationship manager. Alternatively, you may also contact our 24-hour Priority Banking hotline on 800 4949 from within the UAE or +971 4 4039 639 from outside the UAE.