

Keeping Your Visa Cards Secure

Your Visa Card is a convenient, fast and safe way to make cash withdrawals and electronic payments globally. The Chip and PIN Credit and Debit Cards we issue provide the highest level of security for all ATM and online transactions. However, it is your responsibility to protect yourself from unauthorized access to your account when using a Chip and PIN Credit or Debit Card by following the recommendations outlined below.

Your Credit and Debit Card Information

- Please do not disclose your Credit or Debit Card number or the three-digit Card Verification Value (CVV) code at the back of your Credit or Debit Card to anyone without reason.
- Always keep your Credit or Debit Card in a secure place to prevent unauthorized access and ensure you report a lost or stolen card immediately to the Bank at a branch or through our contact center.
- The Bank will never ask you for your Credit or Debit Card information over the telephone or ask you to verify your account information through an email or by clicking on a web link. If you get such a request please call the Contact Centre
- For your protection during online transactions, we advise that you use only trusted services that offer you an encrypted option.

Your Personal Identification Number (PIN)

- For Credit Cards, only destroy the Personal Identification Number (PIN) mailer after you have memorized your PIN.
- For Debit Cards, you will need to self-select your PIN at any of our ATMs.
- Do not disclose your PIN to anyone, write or keep it on your Debit Card.
- When choosing a PIN, avoid obvious choices such as your date of birth or telephone number.

Ensure you choose a PIN which is hard to guess.

Please call our Contact Center on 01-2704611-4 to report a lost or stolen card and any irregularities on your account statement or transactions for quick resolution.

As always, our Visa Credit and Debit Cards provide you with convenience, unrivalled safety and complete control as you spend globally.