

The instructions and tips for dealing with E-Cards through “ATMs, POS Machines”

Dear customer:

In order to ensure the safety and security of your E-Cards please follow the bellow steps as a minimum:

1. Keep your card in a safe place.
2. Do not disclose your e-card number in public and without no purpose, and do not send copies of your card or its number via email.
3. Do not tell anyone about your PIN even to the bank agent or to the sales person.
4. Keep your PIN in a safe place, do not keep it with your e-card in the same place, and do not write it on back of your card.
5. Always update your contact information with the bank so that the bank can reach you when necessary.
6. Make sure to activate the SMS service to stay in control over your account and inform the bank through the call center when receiving any message explains any unusual transaction.
7. In case of travel outside Egypt, inform the bank through the call center with your trip date and destination(s) to be able to follow your account and take the necessary action when any unusual transaction occurs on your account.
8. In case of using the card through magnetic technology abroad, notify your bank to cancel the card and re-issue a new one with a new PIN.
9. Check your personal accounts frequently through the monthly bank statement, telephone service, internet banking service, text messages or through the nearest branch.
10. Avoid leaving your withdrawal receipt at the ATM machine/at the place where using the POS machine and keep it at your end.
11. If you feel the presence of a strange person, or have doubts about something wrong at the ATM or POS machine, cancel the transaction immediately, and contact your bank's customer service to make sure your account is safe.
12. In case of losing your card, notify the bank immediately through the call center 19342 to stop the card and replace it with another card for you.

The instructions and tips for dealing with E-Cards through the ATM Machine as a minimum:

1. Make sure that no one is by your side during the withdrawal process
2. Stand directly in front of the ATM Machine, where your PIN could not be disclosed.
3. Make sure that you entered the pin code correctly.
4. In case you noticed a strange object installed to the ATM, Do not use the card and inform the Bank immediately through the call center 19342.

Instructions of using the E-Cards online as a minimum

1. Do not use your card through the untrusted sites or the sites that do not apply the user protection systems and programs
2. When you finish any online transaction, contact the bank call center 19342 or check the online banking service after completing the transaction.
3. Do not use your card through unknown Wi-Fi networks without using pin code.