

## SECURITY ADVICES FOR CARDHOLDER

Dear customer,

The fulfillment these recommendations will help you to minimize the risk of fraudulent transactions when using a payment card.

### GENERAL RECOMMENDATIONS

Remember your PIN-code or keep it separately from the payment card in an implicit form in a place inaccessible to third parties.

Never share your PIN with third parties. This information should only be known to you as a payment cardholder.

**Never transfer** your payment card for use to third parties.

In situations not related to settlements (in particular, to anyone by phone (even a bank employee), by e-mail), **do not disclose** the PIN code, CVV code (three digits on the back of your payment card) and the expire date.

It is mandatory to sign your payment card on its back side when receive it.

In case of unexpected situations, save **the phone numbers of the Bank's Contact Center** in the phone book or in the memory of the mobile phone: **0 800 30 888 0, +38 044 495 88 90.**

If your payment card is **lost or stolen** or for some other reason it became inoperable, if the PIN code and / or details of the payment card became known to a third party, **immediately notify** the 24-hour Contact Center of the Bank by phone:

0 800 30 888 0, +38 044 495 88 90 or urgently contact the customer service manager at the Bank's branch.

Use the remote banking service winbank (hereinafter - winbank) and SMS notification service to immediately learn about all card transactions.

*When using winbank:*

If during the use of winbank there is a suspicion of **unauthorized access** to authorization data, it is necessary to **immediately stop** using winbank and immediately report the incident to the Bank by contacting the 24-hour **Contact Center** by phone:

0 800 30 888 0, +38 044 495 88 90 or to the customer service **manager** at the Bank's branch.

If **the password**, or part of it, has become known to another person, we recommend that you **immediately change** the password to winbank.

In case of **loss (theft) of authorization data** and / or your **mobile phone number** to which a one-time password is sent, or in case of detection of transactions on your account that were not authorized by you, you must immediately contact the 24-hour **Contact Center** by phone :

0 800 30 888 0, +38 044 495 88 90 to block access to winbank.

*When paying for goods and services, including the Internet:*

Add your payment card to the Google Pay app and pay by phone. It is convenient and safe.

Transactions must be performed in your presence. Do not lose sight of the payment card when making a payment.

Check the amount and currency of the payment before signing the receipt.

When paying online, never use the PIN code.

Check the security of the web site. Secure web sites are marked with a closed lock icon and the address of such site should start with *https://*.

If in the process of using a payment card you have discovered phishing websites or received information of similar content, please notify the Bank as soon as possible in the most convenient way for you:

- by phone of the round-the-clock **Contact Center**:

0 800 30 888 0, 38 044 495 88 90

- **by e-mail** to the address: [info@piraeusbank.ua](mailto:info@piraeusbank.ua) ;

- turning to the customer service **manager** at the Bank's branch.

*When performing transactions at an ATM:*

Do not use the help of third parties when performing transactions at an ATM.

Do not use devices that require a PIN code to access the room where the ATM is located.

When entering the PIN code, cover the keypad with your hand.

Enter the PIN in such a way that people in the immediate vicinity cannot see it.

Do not use the ATM if there are obvious signs of damage or suspicious devices installed.

Do not use the ATM if it is in a poorly lit and uncrowded place.

Do not use physical force to insert a payment card into an ATM. It is better to refrain from using such an ATM.