



CARDHOLDERS SAFETY TIPS

Card details sufficient for payment on the Internet



- Keep the payment card out of public reach. Do not pass the card to another person, except the seller (cashier), but at the same time do not lose sight of the card. It is recommended to keep the card separately from cash and documents, especially when traveling.
- To avoid fraud using your card, request for the card transaction only in your presence, do not let the card to be taken away.
- If someone contacts you by phone, on the Internet, via social networks or by other means, and under various pretexts tries to find out your payment card data, passwords or other personal information, **BE CAREFUL**: this is an obvious sign of fraud. If you have any doubts, we recommend you to stop communicating and contact the Bank by the Contact Center phone numbers indicated on the reverse side of your payment card.
- Do not listen to the advices of third parties, and do not accept their help to make transaction. If necessary, contact the Bank employees or call the phone numbers indicated on the payment device or on the reverse side of your payment card.
- Destroy receipts with passwords from the OnlineBank HALYK system, if you do not intend to use them. Do not hand the receipts to third parties, including employees of the Bank.
- To avoid the use of your card by another person, keep the PIN code separately from the card, do not write the PIN code on the card, do not disclose the PIN code, card number and CVV2/CVC2 code to third parties (including relatives), do not enter the PIN code during work on the Internet.
- When you pay on the Internet using secure payment service 3D Secure: **Verified by Visa** (for VISA cards) and **Secure Code** (for Master Card).
- For Internet transactions use VIRTUAL cards specially designed for this purpose.
- Do not use cards, which are designed for payment on the Internet, for long-term storage of your money. Use these cards only for temporary placement of money, right before Internet payments. If after making Internet payments there is money left on the payment card, the Bank recommends to transfer it to your other accounts and cards for further keeping.



The Bank has all the necessary information and **NEVER**, under **NO** circumstances calls, sends emails, SMS messages, requesting to provide card details, PIN code of the card, and credentials, as well as emails programs and their updates.



In case of compromise of information or detection of unauthorized transactions, you should immediately call the Contact Center: 7111 (toll free), 8(727) 259-07-77 (for Almaty).