

# FREQUENTLY ASKED QUESTIONS CREDIT CARD

## CARD SECURITY

### WHAT SHOULD I DO IF MY CARD IS LOST?

If your card is lost or stolen, please call immediately the Call Center number on the back of the card: +355 42 276222/3 or Mob: +355692080903, in order to block your card instantly. Visit one of the branches of the Bank as soon as possible to report any suspicious transaction.

### WILL I BE NOTIFIED WHENEVER I USE THE CARD?

No. You will be contacted only if there is a transaction that is unusual for your card. In this case, the Bank will request your confirmation to ensure that the transactions are authorized by you.

### WHAT IS A CVV?

CVV ("Card Verification Value") is a 3 digit number on the back of your credit card, in the signature strip. This code is commonly used for online transactions. You are hereby recommended to not disclose this code to anyone.