

PROTECT YOURSELF FROM DEBIT CARD FRAUD



You can use the app to **lock your card** if your card has been **misplaced, lost or stolen**.



If you identify a **transaction that you do not recognise**, or receive an **alert** (One Time Verification code) that you are not expecting, please contact us.



When making online purchases, in most instances, a **one-time password** will be sent to your mobile for you to verify the payment.



If your **card is not returned** to you by an ATM after use, or takes an unusually long amount of time to return your card, please **lock your card** and contact us.



Never leave your debit card in your wallet or handbag unattended, and always **keep your debit card in sight** when paying for items.



Never share your card details or PIN with others.



Be wary of unexpected emails, texts or calls from the Bank.

We will never ask you to disclose your card PIN code, full 16-digit card number, card expiry date, or CVV code.



You may receive an **In-App Alert** to your mobile phone from the Bank asking you to confirm if a card payment is genuine. This will occur if the Bank considers the card payment to be suspicious. **Your debit card will be temporarily blocked** until you acknowledge the alert to confirm that the payment is genuine.



Contact us

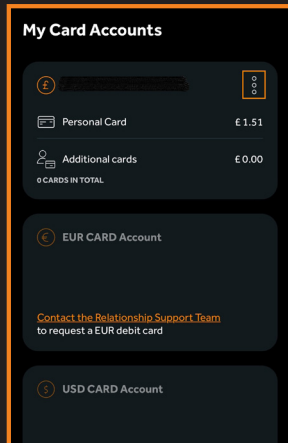
+44(0)1606 537 800

support@theaccessbankukltd.co.uk

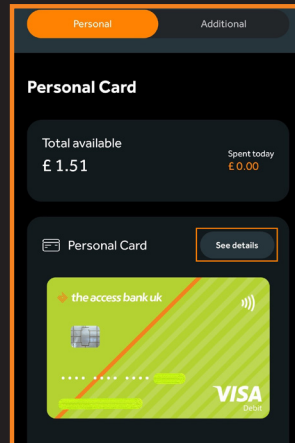
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To lock your card, please follow four simple steps below:

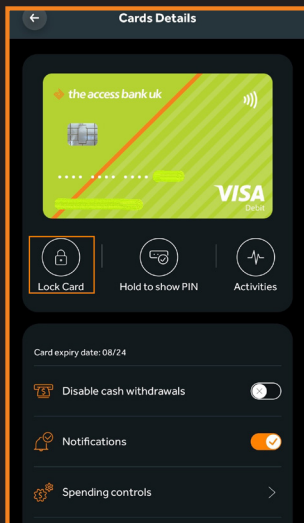
Step 1: Go to 'My Card Accounts'.



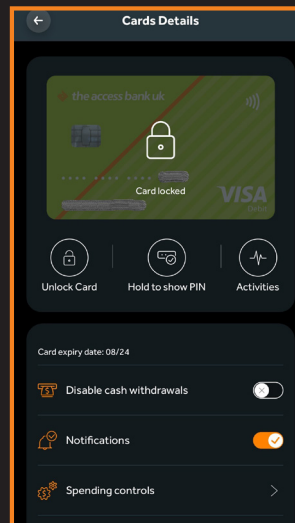
Step 2: Select 'See details'.



Step 3: Select 'Lock Card'.



Step 4: Your card is locked.



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