



Kabul Bank - Credit card Do's and Dont's

Protect yourself from Credit Card fraud by following the simple suggestions given below:

Do's

- ❖ If you lose your credit card, please report the loss immediately.
- ❖ When you dispose of a card at the time of renewal/up gradation, please make sure to return the same to the Bank's authorized official and get an acknowledgement for the same.
- ❖ Please keep your card in a safe place. Treat it as carefully as you would treat your cash.
- ❖ Please ensure the card is swiped in your presence.
- ❖ Please make sure you conduct any ATM transaction in complete privacy.
- ❖ If your card is held back by the ATM, please inform the concerned Kabul Bank Branch personnel immediately.
- ❖ Before you use an ATM, please ensure that there are no strange objects in the insertion panel of the ATM.
- ❖ Please remember to take your Debit/Credit Card back after completing your ATM transaction.
- ❖ If you spot any suspicious looking people at or around any ATM, please inform the security guard immediately.
- ❖ Please change your ATM PIN once every 3 months.
- ❖ When you make any transactions, please make sure that the charge slip is complete before signing.
- ❖ Please pay attention to your billing cycles. Please follow up with KABUL Bank Credit Card department cell if your bills don't arrive on time.
- ❖ Please be wary of promotional scams. Identity thieves may use phony offers to get you to give them your personal information.
- ❖ Please secure all personal information, especially if you have roommates, employ outside help or are having service work done in your home.



- ❖ Please sign your credit cards as soon as you get them.
- ❖ Please check your cards periodically to make sure none are missing.
- ❖ Please destroy and dispose of copies of receipts, airline tickets, travel itineraries and anything else that displays your card numbers.
- ❖ Please keep items with personal information in a safe place. Please keep a list of all credit cards, account numbers, expiry dates, and the customer service phone numbers in a secure place so that you can quickly contact KABUL Bank Credit Cards Customer Care in case your cards are lost or stolen.
- ❖ Please feel free to call us on KABUL Bank Credit Card department cell for any support/assistance 24 hours a day.
- ❖ In case you don't recognize a transaction on your billing statement, report this instantly by:
 - Calling our Customer Call Center OR
 - By filling up the Cardholder Dispute form [Click here](#) with the required details and send it to us at:

**KABUL BANK - Card Management Department,
10-42, Turbaz Khan Square, Shar-e-Naw, Kabul, Afghanistan**

Dont's

- ❖ Please do not disclose your Credit Card Number/ATM PIN to anyone.
- ❖ Please do not hand over the card to anyone, even if he/she claims to represent the Bank.
- ❖ Never get carried away by strangers who try to help you use the ATM machine.
- ❖ Please do not write the ATM PIN on the card or on a paper which you carry along with the card.

Do's and Don'ts for online transactions:

- ❖ Preferably transact on sites which mandate validation of CVC2 value (the last 3 digits after the card number, mentioned on the signature panel at the back of the card) or at websites that are certified by Verified-by-MasterCard Secure Code.
- ❖ Please be careful when providing personal information online. Never give out your personal or account information to anyone you do not trust. Please make sure that you verify a business's legitimacy by visiting its web site, calling a phone number obtained from a trusted source, and/or checking with a reliable resource.
- ❖ Please keep your passwords secret. Some online stores may require you to register with them via a username and password before buying. Online passwords should be kept secret from outside parties the same way you protect your ATM PIN.
- ❖ Please look for signs of security. Identify security clues such as a lock image at the bottom of your browser, or a URL that begins with https://. These signs indicate that only you and the merchant can view your payment information.
- ❖ Never send payment information via email. Information that travels over the Internet (such as email) is not fully protected from being read by outside parties. Most reputed merchant sites use encryption technologies that will protect your private data from being accessed by others as you conduct an online transaction.
- ❖ Please keep a record of your transactions. Just as you save store receipts, you should keep records of your online purchases. Back up your transaction by saving and/or printing the order confirmation.
- ❖ Please review your monthly account statement thoroughly. Immediately investigate suspicious activity to prevent any possible additional fraud before it occurs. Promptly notify your financial institution of any suspicious email activities.
- ❖ Please be wary of promotional scams. Identity thieves may use phony offers to get you to give them your personal information.
- ❖ In case you use your Credit Card for online transactions in Internet cafes or public-use computers, please ensure that you erase the history of websites visited/accessed.
- ❖ Please open and respond only to emails that pass some basic tests, such as:-
 - Is the email from somebody you know?
 - Have you received emails from this sender before?
 - Are you expecting email with an attachment from this sender?
 - Does email from this sender with the contents described in the subject line and the name of the attachment make sense?
 - Does this email contain a virus?

Kabulbank

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REVISION HISTORY

ORIGINAL VERSION

V 1.0