

# 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.



## Contact us

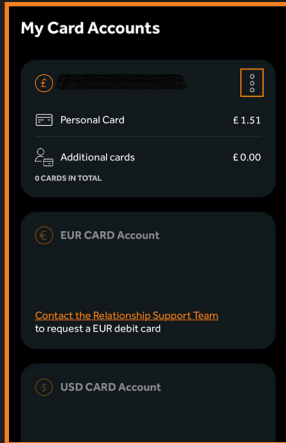
+44(0)1606 537 800

[support@theaccessbankukltd.co.uk](mailto:support@theaccessbankukltd.co.uk)

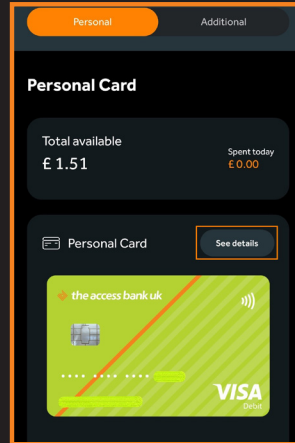
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To lock your card, please follow four simple steps below:

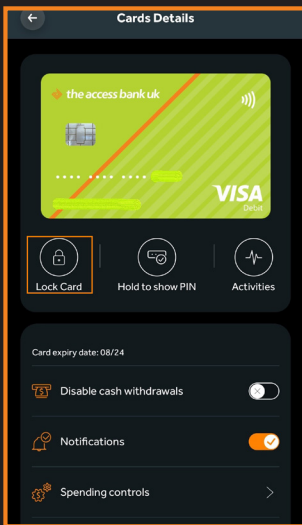
**Step 1:** Go to 'My Card Accounts'.



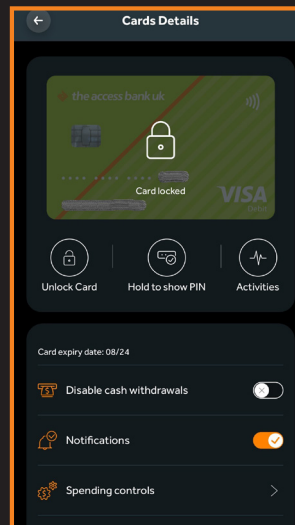
**Step 2:** Select 'See details'.



**Step 3:** Select 'Lock Card'.



**Step 4:** Your card is locked.



**Contact us**

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