

## Security Guidelines When Using the ATM Service

Dear Customer,

In addition to the Bank's ATMs security procedures, you have an important role in protecting the privacy of your account data as well as your money by following some of the following advices:

- Do not disclose your personal PIN code to anybody. Moreover, do not type your PIN code or your password on your card. Save your PIN code as well as your password in your memory.
- Choose a unique password that should be difficult for others to guess, and do not associate your PIN code with any personal data such as date of birth, phone numbers or any other known numbers.
- Do not use an ATM where the screen is empty of any instruction.
- Do not use force to insert the card in its designated place.
- Stand close to the ATM and use your body and your hand as a protective cover to ensure that no one can recognize your PIN code while typing it on the ATM's keyboard.
- Cover the place designated to insert the card so that no one can pull it or grab it out.
- Follow carefully the instructions displayed on the ATM's screen.
- Do not insert the card until it is required on the ATM's screen.
- Do not enter your PIN code until it is required on the ATM's screen.
- Avoid cash withdrawals during night time or when you are alone.
- Leave the ATM immediately if you feel insecure or if you suspect someone nearby. You can return to the ATM later or use another one.
- While using the ATM, make sure you are not threatened or forced to do the transaction.
- Do not accept assistance or help from strangers when using the ATM, and beware of outsiders asking for help or assistance. While you are busy with one of them, the other may steal your card and money.
- Do not count your cash money in front of the ATM.
- Avoid using ATMs in unpeopled places at night.
- When your card is retained in the ATM, do not let anyone else call for assistance on your behalf, as it may tell you that your card has been stopped.
- Always make sure that you have received your card from the ATM after completing the transaction.
- Be aware of the daily withdrawal limit available for all your cards.
- You should immediately notify the bank of stolen or lost cards, or even those have been retained in the ATM.
- If you find any suspicious signs while using the ATM, such as finding a sticker on the card reader or on the keyboard reader slot or if you notice external electrical connections or wires, notify the bank immediately and use another ATM.