

Dear Customer,

How to keep your Credit Card Safe?

We strongly recommend you to pay attention to the points stated below for your security while using your credit card.

Upon receiving your Credit Card

- Sign the back of your new credit card as soon as you receive it
- Memorize the PIN (personal Identification number) and destroy the PIN mailer
- Never disclose your PIN (personal Identification Number) to anyone
- Never leave your credit card unattended

When using your Credit Card

At Point-of-sale

- Never let your credit card out of your sight
- Monitor the transaction process carefully
- Verify the transaction amount before signing the receipt
- Never sign a blank transaction receipt
- Ensure that you received a copy of the receipt and keep it safe
- Ensure that your own card is returned after each transaction

At ATMs

- Shield your PIN from unauthorized copying
- Ensure that you collect your credit card before leaving
- Remember to collect the ATM receipt and keep it safe
- Report any credit card retained by the ATM immediately to QNB Oman by calling the Customer Care Centre on +968 2472 5555
- Report any suspicious movement , person or devices near the ATM

Online

- Use your credit card only at established and reputed websites
- Look out for the security policy of the web merchant
- Use the 3-digit CVV code printed on the card signature panel if required

Through the telephone

- Use your credit card only at reputed mail order/telephone order merchants
- Avoid authorizing recurring subscriptions for more than 6 months

Tracking and Verification

- Never throw away your transaction receipts
- Retain your monthly credit card account statements
- Verify all entries on the statement with your receipts
- Activate QNB SMS Service and receive instant text messages every time your card is used
- Report any transaction dispute or suspicious credit card usage promptly
- Report any unauthorized transactions immediately to the QNB Oman customer care Centre at +968 2472 5555
- Inform QNB Oman in writing of changes to your mailing address and contact number
- Change your PIN from time to time
- Never keep your Card & PIN (personal Identification number) together.

General Precautions

- Change your PIN from time to time .
- Report any suspicious movement , persons or devices near the ATM .
- Reconcile your account statement frequently .
- Never keep your Card & PIN (personal Identification number) together.

For questions or any other inquiry, please call our 24/7 QNB Oman Customer Care Centre at +968 2472 5555

Dear Customer,

How to keep your Debit Card safe?

We strongly recommend you to pay attention to the points stated below for your security while using your Debit Card .

Upon receiving your Debit Card

- Sign the back of your new card as soon as you receive it
- Memorize the PIN and destroy the PIN mailer
- Never disclose your PIN to anyone
- Never leave your card unattended

When using your Debit Card

At Point-of-sale

- Never let your card out of your sight
- Monitor the transaction process carefully
- Verify the transaction amount before signing the receipt
- Never sign a blank transaction receipt
- Ensure that you received a copy of the receipt and keep it safe
- Ensure that your own card is returned after each transaction

At ATMs

- Shield your PIN from unauthorized copying
- Ensure that you collect your card before leaving
- Remember to collect the ATM receipt and keep it safe
- Report any card retained by the ATM immediately to QNB Oman by calling the Customer Care Centre on +968 24725555
- Report any suspicious movement , person or devices near the ATM

Tracking and Verification

- Never throw away your transaction receipts
- Retain your monthly account statements
- Verify all entries on the statement with your receipts
- Activate QNB Oman SMS Service and receive instant text messages every time your card is used
- Report any transaction dispute or suspicious card usage promptly
- Report any unauthorized transactions immediately to the QNB Oman customer care Centre on +968 2472 5555
- Inform QNB Oman in writing of changes to your mailing address and contact number

General Precautions

- Change your PIN from time to time
- Report any suspicious movement , persons or devices near the ATM
- Reconcile your account statement frequently
- Never keep your Card & PIN (personal Identification number) together

For questions or any other inquiry, please call our 24/7 QNB Oman Customer Care Centre at +968 2472 5555