

## Safety measures during card transactions at an ATM

- Inspect the visual appearance of the ATM before performing the transaction. If you find any devices that arouse suspicion (an overlay on the card reader, an overlay on the keyboard for the PIN-code, an overlay on the front of the ATM or next to it with a possible hidden camera, etc.), wires and foreign objects, do not insert the Card into the device for reading. If possible, contact the Bank that has installed the ATM to notify it of any detected suspicious devices.
- If you notice any suspicious people near the ATM, it is recommended to perform the transaction at another ATM located in a well-lit and safe area or at a cash point.
- When performing a transaction by entering your PIN-code, make sure that no one around can see the PIN-code you are entering, e.g. you can shield the keyboard with your other hand to avoid the possibility of your actions and your PIN-code being video recorded and viewed from the side. Do not accept assistance from strangers when performing transactions with the card.
- Stickers on the ATM display brand marks of payment systems and bank card categories that are serviced by this device.
- We recommend performing commands that appear on the screen of the ATM in the process of the transaction in a consecutive manner.
- If your card was captured by the ATM due to technical problems, immediately contact the Bank that operates the ATM/self-service device to clarify, when and where you can obtain the card back. It is recommended to temporarily deactivate the card (temporarily block the card) by contacting the Call Center of Bakai Bank OJSC or the **Interbank Processing Center CJSC** by phone.
- If you do not receive the entire requested amount or a part of the requested amount from the ATM, contact the Bank to register your complaint about the problem.
- Always activate the '**SMS notification**' service.

### Attention!

If you are subscribed to the '**SMS Notification**' service and receive an SMS-message about a transaction that you did not perform, you need to **block your card immediately**.

Telephone numbers:

- Call Center of the Bank 0 (312) 61 00 61
- Interbank Processing Center CJSC 0 (312) 66 43 25, 66 50 83.

You can also contact us by e-mail at **fraud@bakai.kg**