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RiskShield Investigator – New service for preventing fraud in Credit and Debit Card Transactions

National Bank of Greece (Cyprus) Ltd, aiming towards upgrading its services, and in particular to maintain a high level of security for debit and credit card transactions, has launched the RiskShield Investigator system in order to prevent fraud in POS terminals and e-commerce transactions.

The service is provided free of charge to all National Bank of Greece (Cyprus) Ltd cardholders.

What is RiskShield Investigator?

RiskShield Investigator is a management tool for card transactions, which monitors systematically all transactions in real time. The system detects transactions which do not fall within the usual transactional activity of the customer. In such an event, the transaction is declined and the card is "*blocked*" until it is confirmed that the attempted card transaction is genuine.

This service is provided in collaboration with National Bank of Greece S.A. on a 24/7 basis, including holidays and weekends.

Verifying the transaction

In the event that a card transaction at a POS terminal or at the internet is declined, due to the Bank's RiskShield Investigator system, an officer from the Card Services of NBG (Cyprus) or the Transaction Security Service of NBG (Greece) will contact the cardholder, in order to verify the authenticity of the transaction and unblock the card.

In all cases, the Bank will make every effort to communicate with the customer immediately. If the customer needs urgently to complete the transaction and the Bank has not contacted him yet, he/she may call the Transaction Security Service at +35722840220 on a 24/7 basis.

For further information please contact the National Bank of Greece (Cyprus) Ltd Branch Network.

CARDS SUB-DIVISION