



RiskShield Investigator – Credit and Debit Card Transactions anti-fraud call service

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 ATM, 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 card transaction control tool that systematically monitors all transactions in real time. The system is able to detect transactions that do not fall within the normal trading activity of the customer. In such an event, an alert is generated for investigation and the card is "locked" until the authenticity of the transaction is verified with the cardholder.

This Service is offered in collaboration with an external partner of the Bank in Greece and operates daily, 24 hours a day, including holidays and weekends.

Verifying the transaction

In the event that an alert is generated for a suspicious card transaction, an authorized officer from the RiskShield Investigator team will contact the cardholder to investigate the authenticity of the transaction and unblock the card.

The communication with the holder will be done through a fixed Greek telephone line. When the officers communicate with the cardholder, the authenticity of the suspicious transaction will be investigated and the cardholder's identity will be verified.

In all cases, every effort will be made for immediate communication with the customer. In any event where the customer is urgent to "unlock" his card immediately and has not been contacted yet, he/she will be able to call the Bank on a 24-hour basis, at the phone number 00357 22840220 and selecting the "TRANSACTION SECURITY" option.

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

CARDS SUB-DIVISION