



ΕΘΝΙΚΗ ΤΡΑΠΕΖΑ ΤΗΣ ΕΛΛΑΔΟΣ (ΚΥΠΡΟΥ)

More Information

The Safe@Web service protects your cards against unauthorized use when shopping online at Safe@Web participating merchants. Your online purchases are secured with the use of **One Time Password (OTP)**. The service is free of charge to National Bank of Greece (Cyprus) Ltd cardholders.

After you enter your card details at the merchant site, you will be directed to a Safe@Web page, where you are prompted to request for an OTP to be generated. The OTP will then be sent via SMS to your Mobile Number. The Mobile Number is the one that is registered for you with National Bank of Greece (Cyprus) Ltd and part of it, will be displayed on the first page so that you can check it before proceeding. You will then be required to enter this OTP and the last four digits of your I.D. or Passport number in order to complete the transaction.

Each OTP is specific for a particular transaction, therefore every time you make a new purchase at a Safe@Web participating merchant a new OTP will be required to be generated.

At merchants that have not yet signed up for Safe@Web, your card will continue to work without the need to use an OTP.

If you require further assistance, please contact your National Bank of Greece (Cyprus) Ltd service Branch, or call at +357 22040000.

FAQ

Frequently Asked Questions

This section offers additional information and details about Safe@Web.

- [General Questions](#)
- [Shopping with Safe@Web](#)

General Questions

- [What is Safe@Web?](#)
- [How does Safe@Web work?](#)
- [Where do I see the Mobile Number that is registered for me with National Bank of Greece \(Cyprus\) Ltd?](#)
- [Do I need to confirm my Mobile Number?](#)
- [How does the use of OTP at Safe@Web protect me?](#)
- [Do I need to have access to my Mobile in order to complete my purchase?](#)
- [Why do I need my I.D. or Passport number?](#)
- [Will I need to apply for a new card to use Safe@Web?](#)
- [When will my account be billed for Safe@Web purchases?](#)
- [What is meant by a Safe@Web participating merchant?](#)
- [Where can I buy with Safe@Web?](#)
- [Do I have to pay for Safe@Web?](#)
- [What happens if a merchant does not participate in the Safe@Web service?](#)



What is Safe@Web?

Safe@Web is an innovative service provided by National Bank of Greece (Cyprus) Ltd and MasterCard® International (service offered to MasterCard cardholders as "MasterCard Secure Code"). The service offers secure Internet shopping with the use of your card as it requires the use of a One Time Password (OTP) and part of the cardholder I.D. number.

[Back to top](#)

How does Safe@Web work?

When you purchase online, after entering your card number, expiry date and CVV2, a Safe@Web screen will appear including details of your current purchase, such as site name, purchase amount and date. It will also include part of your Mobile Number that is registered for you with the National Bank of Greece (Cyprus) Ltd. Please check that the displayed Mobile Number is correct before you click on the button "CONTINUE" to generate the One Time Password. This OTP will be sent via SMS to your Mobile Number that is registered with the Bank. You will then have to enter the OTP received via SMS on the Safe@Web screen and the last 4 digits of your I.D. or Passport number, at the appropriate field, in order to complete your purchase. If the Mobile Number or your I.D./Passport number is incorrect or you wish to register a different Mobile Number, please cancel the transaction and contact your National Bank of Greece (Cyprus) Ltd service Branch, or call at +357 22040000.

[Back to top](#)

Where do I see the Mobile Number that is registered for me with National Bank of Greece (Cyprus) Ltd?

When you purchase online, after entering your card number, expiry date and CVV2, a Safe@Web screen will appear including details of your current purchase as well as the Mobile Number that is registered for you with National Bank of Greece (Cyprus) Ltd. Please note that the 4 last digits of the Mobile Number will be displayed while the rest will be masked.

[Back to top](#)

Do I need to confirm my Mobile Number?

What you need to do is to ensure that the masked Mobile Number displayed, matches your mobile number. If the Mobile Number is incorrect or you wish to register a different Mobile Number, please cancel the transaction and contact your National Bank of Greece (Cyprus) Ltd service Branch, or call at +35722040000.

[Back to top](#)

How does the use of OTP at Safe@Web protect me?

Since your card is protected by the use of a One Time Password, only you can use your card online at Safe@Web participating merchants. Each OTP is specific for a particular transaction, therefore every time you make a new purchase at a Safe@Web participating merchant a new OTP will be required.

[Back to top](#)



ΕΘΝΙΚΗ ΤΡΑΠΕΖΑ ΤΗΣ ΕΛΛΑΔΟΣ (ΚΥΠΡΟΥ)

Do I need to have access to my Mobile in order to complete my purchase?

Yes. Since the OTP that is required to complete your purchase will be sent via SMS to your Mobile Number, then you need to have access to it. Please make sure that your mobile functions properly, your mobile settings are correctly configured as to receive the SMS and that no unauthorized persons have access to it.

[Back to top](#)

Why do I need my I.D. or Passport number?

You need to enter your I.D. or Passport number as an extra security measure and this number has to match with the I.D. number registered with National Bank of Greece (Cyprus) Ltd.

[Back to top](#)

Will I need to apply for a new card to use Safe@Web?

No. You will be able to use any of your existing National Bank of Greece (Cyprus) Ltd cards.

[Back to top](#)

When will my account be billed for Safe@Web purchases?

Your account will be billed on the same date it is billed today.

[Back to top](#)

What is meant by a Safe@Web participating merchant?

A Safe@Web participating merchant is a merchant participating in the MasterCard Secure Code services.

[Back to top](#)

Where can I buy with Safe@Web?

You can identify Safe@Web participating merchants by looking for the MasterCard Secure Code logo at the merchant's website. Sample of this logo is shown below.



[Back to top](#)

Do I have to pay for Safe@Web?

No. National Bank of Greece (Cyprus) Ltd is offering Safe@Web free of charge.

[Back to top](#)

What happens if a merchant does not participate in the Safe@Web service?

Your card will continue to work without the use of Safe@Web service.

[Back to top](#)



Shopping with Safe@Web

- [How do I buy with Safe@Web?](#)
- [Where can I buy with Safe@Web?](#)
- [Why am I not requested to enter my One Time Password \(OTP\) during an online purchase?](#)
- [Can I purchase at merchants that do not participate in the Safe@Web service?](#)
- [When am I requested to read and agree to the Terms and Conditions, including the Privacy Policy?](#)
- [What do I do if the displayed Mobile Number is incorrect?](#)
- [What do I do if my id or passport number is not gets accepted?](#)
- [What do I do if I do not receive the SMS that contains the OTP?](#)
- [Does the OTP expire?](#)
- [What do I do if the OTP has expired?](#)
- [How many times can I use the “Resend OTP” option?](#)
- [What do I do if I enter a wrong OTP?](#)
- [What do I do if I have exceeded the maximum number of times for entering a wrong OTP?](#)

How do I buy with Safe@Web?

When you purchase online, after entering your card number, expiry date and CVV2, a Safe@Web screen will appear including details of your current purchase, such as site name, purchase amount and date. It will also include part of your Mobile Number that is registered for you with the National Bank of Greece (Cyprus) Ltd. Please check that the displayed Mobile Number is correct before you click on the button “CONTINUE” to generate the One Time Password. This OTP will be sent via SMS to your Mobile Number that is registered with the Bank. You will then have to enter the OTP received via SMS on the Safe@Web screen and the last 4 digits of your I.D. or Passport number, at the appropriate field, in order to complete your purchase. If the Mobile Number or your I.D./Passport number is incorrect or you wish to register a different Mobile Number, please cancel the transaction and contact your National Bank of Greece (Cyprus) Ltd service Branch, or call at +357 22040000.

[Back to top](#)

Where can I buy with Safe@Web?

You can identify Safe@Web participating merchants by looking for the MasterCard Secure Code logo at the merchant website. Sample of this logo is shown below.



[Back to top](#)

Why am I not requested to enter my One Time Password (OTP) during an online purchase?

At merchants that are not registered for the Safe@Web service, you will not be required to enter an OTP.

[Back to top](#)



ΕΘΝΙΚΗ ΤΡΑΠΕΖΑ ΤΗΣ ΕΛΛΑΔΟΣ (ΚΥΠΡΟΥ)

Can I purchase at merchants that do not participate in the Safe@Web service?

Yes. However you will not be able to use Safe@Web. To complete the purchase at such merchants, simply follow the regular checkout process.

[Back to top](#)

When am I requested to read and agree to the Terms and Conditions, including the Privacy Policy?

During the first time you use any of your National Bank of Greece (Cyprus) Ltd cards to shop online at a Safe@Web participating merchant with the use of **One Time Password (OTP)**, you will be required to read and agree to the Terms and Conditions, including the Privacy Policy, otherwise you will not be able to proceed with your purchase. For each of your cards you will be required to read and agree to the Terms and Conditions, including the Privacy Policy before using it for the first time at Safe@Web with the use of OTP. If your card is replaced or renewed but the card number remains the same, then you will not have to accept the Terms and Conditions, including the Privacy Policy again, as you have already done so.

[Back to top](#)

What do I do if the displayed Mobile Number is incorrect?

You cannot complete a transaction with an incorrect mobile number. If the Mobile Number is incorrect or you wish to register a different Mobile Number, please cancel the transaction and contact your National Bank of Greece (Cyprus) Ltd service Branch, or call at +35722040000.

[Back to top](#)

What do I do if my I.D. or Passport number is not gets accepted?

You cannot complete a transaction with an incorrect I.D. or Passport. If the I.D. or Passport is incorrect, please cancel the transaction and contact your National Bank of Greece (Cyprus) Ltd service Branch, or call at +35722040000.

[Back to top](#)

What do I do if I do not receive the SMS that contains the OTP?

If you have not received the SMS that contains the OTP and you are sure that the masked displayed Mobile Number is correct, then maybe this is due to a system error or due to a delay from the telecommunications side while sending the SMS to your Mobile Number or due to a dysfunction of your Mobile. Please click on "Resend OTP" to try again. If the problem persists and you are certain that your Mobile is functioning properly and your Mobile SMS settings are correctly configured, please cancel the transaction and contact your National Bank of Greece (Cyprus) Ltd service Branch, or call at +357 22040000.

[Back to top](#)

Does the OTP expire?

Yes. The OTP has a temporary validity time period after which it expires and cannot be used. If you use an expired OTP, a relevant notification will be displayed on the Safe@Web page.

[Back to top](#)

What do I do if the OTP has expired?



ΕΘΝΙΚΗ ΤΡΑΠΕΖΑ ΤΗΣ ΕΛΛΑΔΟΣ (ΚΥΠΡΟΥ)

If the OTP sent to your Mobile Number has expired, please click on “Resend OTP” for a new OTP.

[Back to top](#)

How many times can I use the “Resend OTP” option?

You can use the “Resend OTP” option up to a maximum of three times.

[Back to top](#)

What do I do if I enter a wrong OTP?

If a wrong OTP is entered you will get a message on the Safe@Web page that will inform you accordingly. The message will ask you to try again using the OTP that has been sent to your mobile.

[Back to top](#)

What do I do if I have exceeded the maximum number of times for entering a wrong OTP?

If you exceed the maximum number of entering a wrong OTP then as a result your card cannot be used to complete this purchase or any other purchase at Safe@Web participating merchants. Click “Continue” to return to the merchant site so you can enter another form of payment. In order to enable your card for Safe@Web, please contact your National Bank of Greece (Cyprus) Ltd service Branch, or call at +35722040000.

[Back to top](#)