

National Bank of Greece (Cyprus) Ltd Announcement

National Bank of Greece (Cyprus) Ltd (hereinafter “the Bank”), acting within the legislative framework governing the use of electronic and digital means for the performance of online transactions, announces that as of **14/09/2019** stricter protection measures for its customers will be introduced, as follows:

1. When logging onto the Bank's Internet Banking platform, a One Time Password (OTP) will also be required, in addition to the User ID and Password used today.
2. The OTP is a unique code generated automatically by the Bank's systems. It will be sent **only via SMS** to the mobile phone number specified to the Bank by the customer.

As per the above, we hereby inform you that as of **14/09/2019** use of the i-code digipass devices still used by some of the Bank’s customers will be discontinued. These devices will fall into disuse and will not be replaced by others.

The Bank, in an effort to ensure that the use of the internet banking service by its customers will continue uninterrupted after the upgrade of its service on 14/09/2019, requests that all customers/users of the Internet Banking service, excluding users who already receive OTPs via SMS to carry out their transactions, visit their servicing Branch as soon as possible and no later than 13/09/2019, in order to fill out and sign the relevant documents. If by 13/09/2019 customers have not taken the steps described hereinabove, they will cease to have access to and use of the Internet Banking service.

For more information, please contact your servicing NBG Branch or the Internet Banking service Help Desk at: 800 88 888 (+357 22840090 if calling from abroad), 07:30 am - 09:30 pm local time, during business days.

National Bank of Greece (Cyprus) Ltd reserves all its legal rights.

Thank you in advance for your collaboration

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