

Make Sure Your Card PIN's Security Level is High

Make sure your card PIN does not include numbers like date of birth, phone number etc. which is easy to guess. If your current PIN is easy to guess, we recommend you to change your PIN.

Avoid Sharing Your Card PIN and Information

Do not give your card number, expiration date and security code to third parties other than merchants where you will make shopping.

Do not disclose your card information to anybody including İşbank's personnel and do not write it down to anywhere. Our Bank will never ask you to give your PIN.

Make Sure Your Card is with you

Never let others to use your card. Check whether you have taken your card back before you leave the merchant where you shopped.

Do not leave your card unattended where others can read the information on the card.

Make sure your card is with you by frequently checking your wallet or bag where you keep your card.

Keep the Important Documents Including Your Card Information Securely

Keep sales slips relating to your expenditure until you see the relevant expenditure on your account statement. After you check your account statement, you can destroy the copies of sales slips.

Make sure you securely keep the documents such as account statement, sales slip which includes information about your card.

Do not Reenter Your PIN If Your Card Gets Stuck in an İşBank ATM

If your card gets stuck in an İşBank ATM, do not re-enter your PIN. Apply to our nearest branch or call our Branch at +964 66 289 5151 or +964 771 738 7372 to inform and deactivate your card if necessary.

Do not agree to get help from strangers when doing transactions on ATMs. If you face any problem, call our Branch at +964 66 289 5151 or +964 771 738 7372.

If You Notice that Your Card is Stolen or Lost, Promptly Call Our Branch at +964 66 289 5151 or +964 771 738 7372

Once you notice that your card is stolen or lost, promptly call our Branch at +964 66 289 5151 or +964 771 738 7372 to deactivate your card. Thus, you can prevent people who have your card to use the card. Then apply to police department to create the theft report.