

Terms of Use of Service Alpha SecureWeb

The service, Alpha SecureWeb (the “Service”) is offered by Alpha Bank Cyprus Ltd (the “Bank”) and provides additional security when you make purchases of goods or/and services online with your credit and debit cards Visa or MasterCard (the “Card”), issued by the Bank, from businesses (the “Businesses”) participating in the “Verified by Visa” and “MasterCard® SecureCode™”. Before using the Service, you must agree to the terms below which you are requested to read carefully.

1. Acceptance of terms

1.1 The present terms shall govern the use of the Service. By registering to the Service or by using the said Service you are presumed to accept these terms.

1.2 The use of the Service is subject to the terms hereof as well as to the terms and conditions of use of your Card.

1.3 In case of conflict between the present terms and the terms and conditions of use of your Card, the latter shall prevail.

2. Registration

2.1 The registration of the Card with the Service is compulsory and necessary for making purchases from the businesses participating in the “Verified by Visa and “MasterCard® Secure Code™” programs and may be evaded by the Cardholder exclusively for only one (1) purchase.

2.2 The Card’s registration is effected by the Cardholder during the first purchase with the Card from the Businesses and in any case before the completion of the purchase with the following two (2) alternative ways:

a) By providing the Bank with certain personal information and information pertaining to the Card, which will be requested from the Cardholder during the registration procedure for his/her identification (the “Identity Information”), following the relevant instructions and filling in the necessary details appearing on the computer’s and/or mobile phone’s screen. The Identity Information, which must be true and accurate shall be verified by the Bank.

b) By entering the Alpha SecureWeb password (the “Alpha SecureWeb Password”), which the Cardholder may receive either through the Electronic Banking Channels of the Bank (Alpha Express Banking) (www.alphabank.com.cy), or by calling the Bank’s Customer Service (+357 22877477).

2.3 During the registration of the Card as above, the Cardholder must register and subsequently verify his/her mobile phone number, which will be registered to the Service. The completion of the registration to the Service is effected through the verification of the Identity Information and the successful dispatch of a single password (the “Unique Password”) to the mobile phone number registered as above. With the successful registration of the Card with the Service and by providing his/her consent to the present terms, the Cardholder irrevocably authorizes the Bank to use the mobile phone number he/she has provided to the Service, in order for the Bank to inform him/her of the matters related to the Service.

2.4. The Bank reserves the right to refuse your application to register to the Service, in case the Identity Information you provide is not accurate, true, adequate or for any reason it is not possible to validate and confirm such information.

2.5. In case that any of the Identity Information which you have provided to us changes, you undertake the obligation to directly notify the Bank, with any appropriate means. If the Cardholder wishes to replace the mobile phone number he/she has registered the Cardholder, shall follow the procedure described under par. 2.2 above.

3. Operation of the Service

3.1 Upon completion of the registration procedure and the activation of the Service, as per the above, each time the Cardholder makes a purchase with the Card from the Businesses via the Internet and prior to the completion of the purchase, the Bank shall send to the mobile phone number which the Cardholder has registered, an SMS with a unique six digit password (OTP-One Time Password), which will be valid for a limited amount of time and which the Cardholder will have to enter within the timeframe indicated by the Bank in the specified field which will appear on the computer's and/or mobile phone's screen for the completion of the relevant purchase effected. No Identity Information of the Cardholder shall be provided to the Business with which the Cardholder has selected to conduct the transaction.

3.2 The SMS with the Unique Password shall be sent after the registration of the Card's details with the Business' e-shop for the completion of the purchase made with the Card.

3.3 The SMS sent is an automated message and the Cardholder shall not be able to reply.

3.4 If the Cardholder does not register the Unique Password within the time frame indicated by the Bank, he/she may request that a second SMS be sent with a new Unique Password. After the second message is sent, the Cardholder will not be able to request and receive another SMS with a new Unique Password and thus the completion of the purchase will not be possible.

3.5 The recordings which are shown in the Bank's log file systems constitute full proof of all the messages that have been sent to and received by the Cardholder, as well as of their content, but contestation thereof is permitted.

4. Security

4.1 The Cardholder acknowledges that each Unique Password which may be sent from time to time, as well as the Alpha SecureWeb Password, are strictly private, for protection from any unauthorized use of the Card and for this purpose the Cardholder undertakes the obligation on the one hand to keep such information secret and confidential and on the other hand to protect any access to his/her phone by third parties while making purchases with the use of the Card and the Service. The Cardholder shall under no circumstances disclose the passwords to any third party or write them down, not even covertly or save them in any way which could possibly grant access to third parties. It is noted that the Bank will never request from the Cardholder to disclose the Unique Password that he/she has received on his/her mobile phone.

4.2 If the Cardholder suspects that any third party has gained access to the Unique Password or the Alpha SecureWeb Password, he/she must immediately notify the Bank by calling the phone number referenced on the back of the Card. After this communication, the Bank shall suspend every possible use of the Card for electronic transactions. Until the Bank is notified as above the Cardholder shall be liable for every transaction conducted with the use of the Card.

4.3 If the Cardholder notices that unauthorized transactions were conducted with the use of the Unique Password, he/she is obliged to notify the Bank immediately by calling the phone number referenced on the back of the Card.

4.4 By accepting the present terms, the Cardholder assumes the exclusive responsibility for the effective safekeeping and non-leakage of the Unique Password or the Alpha SecureWeb Password and thus is solely responsible for the use of the said passwords. In the event that the passwords are leaked, the Cardholder is obliged to follow the steps described under par. 4.2 above. In case that the Cardholder omits these acts, he/she shall be held fully liable for the

conduct of any transactions by any third party and he/she shall be unlimitedly obliged to pay the amounts corresponding to the transactions conducted.

5. Use of information

5.1. The Bank shall not disclose any of your personal information to Businesses participating in the Bank “Verified by Visa” and “MasterCard® SecureCode™” programs.

5.2. The Bank may retain any e-mail that sends to you or receives from you, for as long as required, in order to secure your rights and interests as well as its own.

6. Termination of use of the Service

6.1. The Bank has the right to suspend or terminate the use of the Service, for Cards issued by the Bank, in any of the cases provided for below: i) knowledge of the Unique Password or the Alpha SecureWeb Password by any third party, ii) use or attempted use of the Unique Password or the Alpha SecureWeb Password by any third party, iii) illegal use of the Unique Password or the Alpha SecureWeb Password and iv) breach of any of the present terms and/or the terms and conditions of use of the Card.

6.2 In case the Bank terminates the use of the Service, you will receive a written thirty (30) days notice, unless if due to exceptional circumstances the immediate termination of the access is required. In such case you will be promptly informed by the Bank at your last stated contact details (postal address, e-mail address, telephone number).

7. Liability

7.1 The Service under no circumstances guarantee or certify the quality of the goods or services that you purchase. The selection of the counter-party business and the goods and services is at your sole discretion, therefore you undertake full responsibility.

7.2 The Bank is obliged to take every reasonable measure and to maintain the operation of the Service in order to protect the software transaction system from viruses. However, the Bank does not bear any liability, if the systems or the files of the Cardholder are infected with viruses.

7.2. The Cardholder acknowledges and accepts that the Bank bears no liability for any delay, untimely or unduly or unsuccessful receipt of the SMSs for reasons which are attributed or are related with the Cardholder’s telecommunications services provider or with other factors outside the Bank’s control (including but not limited to cases such as, a) non-coverage of the mobile phone network in a certain region, b) overcapacity of the incoming messages in the Cardholder’s device, c) maintenance of the telecommunications network, d) malfunction of the mobile phone device or non-compatibility with the Service etc.). The Bank shall not be held liable for any damage which may be incurred by the Cardholder arising from the above causes.

8. Amendment of terms

8.1. The Bank has the right to amend the present terms and to inform you by either sending a written notice to your postal or e-mail address or by publishing them on the website.

8.2. Amendments aiming to the improvement or the upgrade of the Service or imposed to the Bank by Law will have immediate effect.

8.3. Amendments that result to your disadvantage in any way, will produce their legal effect thirty (30) days after the notice of paragraph 8.1 above.