



Information about digital banking, Alpha360 in accordance with Accessibility Legislation

- This information sheet describes the basic services and features of Alpha Bank Cyprus Ltd's digital banking.
- The information is provided exclusively for informational purposes.
- The Bank's General Terms and Conditions apply.

What is digital banking?

Digital banking allows you to manage your money and transactions via computer (Alpha360 Web) or mobile phone (Alpha360 Mobile), without visiting any branch. You can check your account balance, transfer money, pay bills — all quickly, easily, and available 24/7.

Digital Banking Services

- Balances – Check all accounts, cards, deposits, and loans
- Daily Transactions – Track where, when, and how much you spent
- Electronic Statements – Access up to 2 years of account history, download and store it, or send it via email
- Bill Payments – Pay over 1,500 organizations through jccsmart.com
- Money Transfers – Secure payments within Cyprus and abroad
- Transfers Between Accounts – Move funds between your own accounts
- Account Management – Monitor balances, standing orders, and update details
- Cheque Management – Order cheque books
- Real-Time Card Management – Freeze/unfreeze cards, change PIN, set limits on payments or withdrawals
- Update Personal Details – Phone, home address, financial profile
- Notifications – Set alerts for balances and transactions
- Digital Wallet Payments – Link your card to Apple Pay or Google Pay

Username and Password

Your username is unique and used together with your password to log in to electronic banking. These credentials are essential for the security of your account.

Fraud Protection

- The Bank will never ask for passwords, account details, card codes, or verification codes (OTP) via email, links, messages, phone calls, or pop-up windows
- Never disclose this information to anyone or allow anyone to learn it
- Be cautious and report anything suspicious to the Bank

Accessibility Statement

This product and its associated services are accessible to everyone, respecting different needs and capabilities. For more information, you can contact the Call Center at 80003333 (for free local calls) or +357 22888333 (for calls from abroad).

Feedback

You can provide comments or observations regarding the accessibility of our services so they can be evaluated and help in our continuous improvement efforts. If you have feedback, you can contact us via email at accessibility@alphabank.com.cy or by phone at 80003333 (for free local calls) or +357 22888333 (for calls from abroad).