

# Real-Time Card Management

## Frequently Asked Questions

### How can I activate my cards?

- Log in to Alpha 360 Mobile
- Select the card you wish to activate from the overview screen
- Press the **Activate Card** option
- Make sure that the card number and the name appearing on the screen are correct and then enter the expiry date written on your card
- Press **Enter** to go to the confirmation screen and then press **Confirm** to complete the activation process

### Can I activate Card Alerts for all Alpha Bank cards?

You can activate this service if you are the main cardholder.

### How can I activate Card Alerts?

- Select the card for which you wish to enable alerts from the overview screen
- Press the **Alerts** icon to go to the next screen
- Make sure that the details appearing on the screen are correct
- Select the **Message Language** (English or Greek) in which you wish to receive messages
- Select the **Activate** option to complete the process

### My card has been stolen. What can I do? / Can I lock it temporarily?

You can temporarily lock your card from the Alpha 360 Mobile app.

- Select the card you wish to lock from the overview screen
- Press the **Lock** icon

An alert message will appear, informing you of the services that will be disabled as a result of the card being locked.

- If you agree, press **Confirm** to complete the process

Your card is now locked. Transactions from all channels (ATM, POS, digital wallets, ecommerce) will be automatically rejected.

### How can I unlock a locked card?

- Select the card you wish to unlock from the overview screen
- Press the **Unlock** icon

An alert message will appear informing you that this action will activate transactions in all channels (ATM, POS, digital wallets, e-commerce).

- If you agree, press **Confirm** to complete the process

### I forgot my card's PIN. How can I find out what my PIN is?

- Select the card for which you wish to receive a reminder of your PIN
- Press the **PIN Reminder** icon
- Make sure that the phone number appearing on the screen is correct
- Press **Remind PIN** via SMS
- You will soon receive a message with your card's PIN

### How can I increase the limit on my debit card?

- Select the debit card for which you wish to increase the limit from the overview screen
- Select the **Security** option
- In the **Current Limit** field, enter the new limit you would like to have and activate the **Daily Limit Update** option

An alert message will appear informing you that raising the limit may expose you to potential fraud and financial losses. By continuing, you accept the risks associated with increasing your daily spending limit.

- If you agree, press **Continue** to complete the process
- In case you exceed the maximum limit, your request will be pending approval by the Branch

### How can I change the channels on which I can use my card?

- Select the desired card from the overview screen.

#### For Debit Cards:

- Select the **Security** option at the bottom of the screen
- Enable or disable the channels on which you wish to use your card
- Press **Update** usage channels

#### For Credit Cards:

- Select **Actions** and then **Security**
- Enable or disable the channels on which you wish to use your card
- Press **Update** usage channels

### How can I retrieve my Alpha 360 User Password and/or Secret Password from my mobile phone?

On the **Login Screen**, select **Retrieve Login Data** and follow the steps below:

#### Step 1

##### Fill in your personal details

- Fill in your passport or identity card number and press **Continue**
- Fill in your date of birth and press **Continue**
- Fill in the number of one of your debit or credit cards and then fill in 2 of the 4 digits of your PIN as per our request
- Press **Continue**

#### Step 2

##### Confirming my mobile phone.

##### Fill in your phone number.

- A 6-digit code will be sent to you via SMS. If you do not receive it, you can request a resend
- Fill in the 6-digit code

#### Step 3

##### Confirming my email.

- Fill in your email address and press **Continue**
- A 6-digit code will be sent to your email. If you do not receive it, you can request a **Resend**

- Fill in the 6-digit code

#### Step 4

#### User Password retrieval and / or change of Secret Password

- The User Passwords you have on Alpha 360 Web and Alpha 360 Mobile will appear. You can choose to go to the **Login Screen** and log in using one of them
- If you have forgotten your secret password, you can choose to change it for a specific User Password
- If you choose to change the Secret Password, you will be asked to enter the new password, based on the listed criteria, and then confirm the password by repeating it

#### How can I view my pending card transactions on an account?

- Select the account from the overview screen and then select **Details**
- In the **Total Commitments** field, press the arrow on the right of the screen. It will only appear if there is a committed balance
- You can view more details by clicking on any transaction

#### How can I view the “Total Provisions” (uncleared cheques) in one of my accounts?

- Select the account from the overview screen and then select **Details**
- In the **Total Provisions** field, press the arrow on the right of the screen. It will only appear if there are uncleared checks in the account
- You can view more details by clicking on any transaction

#### How do I find my account IBAN?

- Select the account from the overview screen and then select **Details**. The IBAN number will be displayed in the IBAN field

#### Where can I find my account's IBAN certificate in Alpha 360 Mobile?

- Select the account from the overview screen and then select **Details**
- In the IBAN field, select the dots that appear to the right of the IBAN number
- Then select **Download Certificate**. Save it for future use

#### Where can I view my card details?

- Through Alpha 360 Mobile select the card for which you wish to view the details
- Tap the **Card Details** icon
- To view the card details, you will need to enter your 4-digit PIN or use your biometric data (Touch ID/Face ID/Fingerprint)

#### Where can I view the pending payments for my credit card?

- Select your credit card and then select **Details**
- In the **Authorizations** field, the total amount of pending payments will be displayed
- Tap the arrow on the right side of the screen
- This will only appear if there are pending payments. You can view further details by tapping on any transaction

#### Can I disable screenshot capture after logging into Alpha 360 Mobile? Why can I not use screen capture/record?

For enhanced security of Alpha 360 Mobile users, the Bank has disabled screenshot capture/recording to protect sensitive data.

### How can I request a card reissue?

- Log in to Alpha 360 Mobile
- Select the card for which you wish to issue a new card from the overview screen
- Tap **Actions** and then **Card Reissue** to proceed to the next screen
- Ensure that the displayed details are correct
- Select the reason for card reissue from the available options and tap **Submit**
- You will receive a notification on your mobile to confirm your action
- Tap **Confirm** to complete the process

### How can I increase the limit on my debit card?

- Select the debit card for which you wish to increase the limit from the overview screen
- Tap **Security**
- In the **Current Limit** field, enter the new limit you want
- Choose whether you want the change to be **Permanent** or **Temporary**
- If you select **Temporary** you can set the date for the limit change to be in effect
- Tap **Update Daily Limit**

A warning message will appear, informing you that increasing the limit may expose you to potential fraud and financial losses. By continuing, you acknowledge the risks associated with increasing your daily spending limit.

- If you agree, tap **Continue** to complete the process
- If you exceed the Bank's maximum allowed limit, your request will be pending approval from the Branch, and once approved, you will receive a message on your mobile about the availability of the limit

### I don't receive push notifications when I make transactions via Alpha 360 or for e-commerce transactions. How can this be fixed?

- Log in to Alpha 360 Mobile
- Select **Profile** and deactivate the **Alpha SecureCode** service

A warning message will appear, informing you that you are about to deactivate the service and will not be able to confirm transactions.

- If you agree, tap **Confirm**
- Select to activate the service again
- You will receive a one-time password (OTP) on your mobile, which you must enter on the screen that appears
- Tap **Continue** to complete the activation process

### I forgot my User ID for Alpha 360. Where can I find it?

Through the **Profile** screen, you can see your User ID at the top of the screen.

### Where can I view the history of my utility bill payments?

- Log in to Alpha 360 Mobile
- Select **Transfers** and then **History**. Tap **All** to go to the next screen
- Select **Payments**