

PayKool Visa Platinum Card Online/Mobile App Security Tips

1. Whether it is the password of an online credit card account or an online shopping account, a strong password combination is required:

- The password should contain numbers, letters, and special characters.
- Let the website remember your password, and don't use the same password for all accounts.
- The password should not contain personal information such as name, address, phone number, or date of birth.

2. Our staff will not ask customers for ATM PIN via SMS or email hyperlink. Do not disclose any sensitive personal information (e.g. credit card number, CVV/CVC security code, card password or one-time authentication code sent to your mobile phone) to anyone.

3. Please read the transaction details (e.g. shop name, currency and transaction amount) carefully before entering the one-time authentication code.

4. Please log in to the PayKool mobile app regularly to check the transaction details.

If there is any suspicious transaction, please call our Customer Service Hotline at 852-23111 611 immediately

5. Avoid using wireless networks that are not protected by passwords. Use a reliable wireless network.

6. Avoid using public computers and mobile devices to process personal data, so as to reduce the risk of personal data leakage.

7. Log out of the online operation interface properly and do not just close the window.

8. Be vigilant against suspicious phone calls/phishing emails/SMS/fake websites.

9. Fraudsters may send you scam emails or text messages using a fake domain that resembles an official domain (e.g., changing "I" to "1" or "O" to "0"). They may make false claims impersonating credit companies, airline mileage membership programs or shopping membership programs (e.g. offering false rewards or offers, or claiming that customer points are about to expire, etc.), and do not download or open suspicious files/attachments, browse untrustworthy web pages, or click on suspicious hyperlinks and emails to prevent hacking programs or computer viruses from stealing your personal information.