

GUIDELINE FOR MAKING SAFETY ONLINE PAYMENT APPLIED FOR PERSONAL CUSTOMERS

To ensure the safety when you make online payment via NAPAS payment gateway, you should note the following contents:

- You need to register to use Online payment service with your Issuing bank for making online transaction. Please contact the Bank for specific support if you have not registered for this service;
- Comply with the instructions for using & making payment by card/account according to the recommendations of the Issuing bank to make safety online payment transactions;
- Do not provide card/account information (including: cardholder's/account name, card/account number, card validity date, CVV (if any), other payment information related to card/account, online payment authentication information or OTP code for others or upload these information on the website, social network, application which are unsafe and non-trusted. You should immediately contact the Issuing bank to temporarily lock your card/account and/or temporarily disable the online payment feature if (i) your card is lost/stolen: or (ii) any doubts about your card/account information/payment online information are revealed;
- Only make purchases on websites, mobile applications that are trusted; Visit websites by typing the full address into your internet browser's address bar instead of choosing the link available or suggested;
- Check your order carefully before making payment to ensure that information about goods and services you intend to buy has been updated correctly on the website application. Please note that you should not make payment if your order contains any content that is different from the order you have previously created;
- Check the internet address of the online payment gateway and the address of your Issuing bank's Internet banking website. You should only enter the card/account information at the payment gateway with the https protocol and have the lock icon on the address bar;
- Only click the payment button once when making payment transaction;
- Do not close the transaction screen window until the final transaction's result has been displayed that your payment transaction is successful or not;
- In case the transaction screen window does not display the results or for some reason you do not know the result of the transaction, you need to contact the provider's hotline

or customer care number or contact your Issuing bank to check the status of the transaction;

- Do not leave the device's screen during the transaction process;
- Always log out of applications/websites you have entered personal information, account/card information after you completed the transaction;
- Avoid using public computers, public Wi-Fi when making online payment transactions. If you have to use these devices/connections, please note that you have to turn off automatically saving mode any personal information, card/account information on the internet browser (if any) to limit the risk of loss and/misuse of personal information.