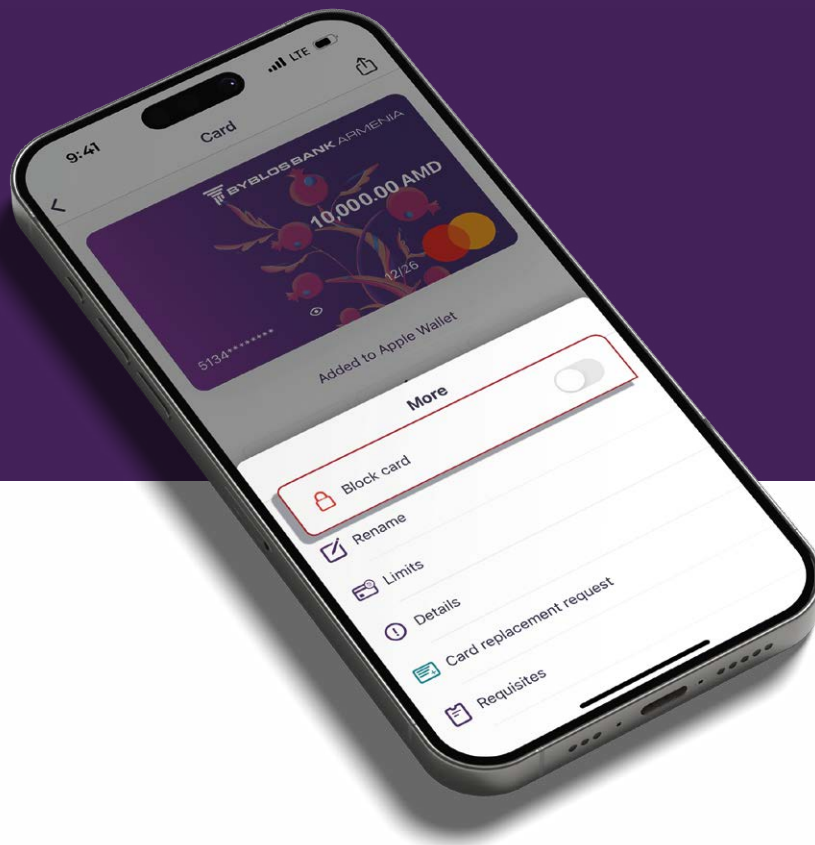


GUIDELINES FOR BLOCKING A CARD

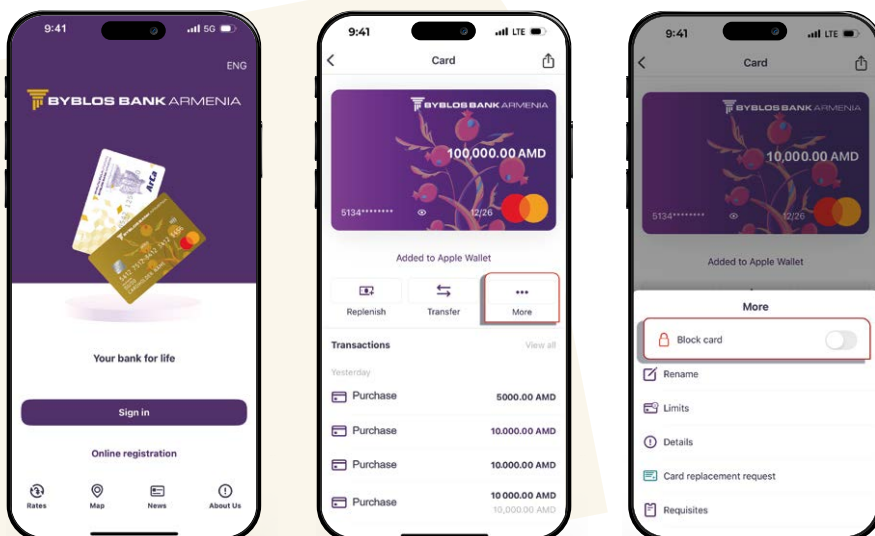


■ When and how does one block a card?

It is necessary to immediately block the card in case of loss of said card or suspicion of fraud. It can be done independently without visiting the Bank.

There are two convenient options for blocking a card - via the Byblos Mobile app and the USSD service - which are both free and available 24/7.

■ How to block a card using the Byblos Mobile application?



1. Log into the app
2. Go to the page of the card you want to block
3. Tap on “More”, then choose “Block card”

And that's it, you are all set.

■ How to block a card via the USSD service?

To activate the service, cardholders need to fill in an application at the Bank and provide their phone number. To then use the service, they need to.



1. Dial *116# on the phone
2. Select the card they would like to block
3. Select the command “Card blocking”

And that's it, the card is blocked.

The Bank is supervised by the CBA.