

## Information for ProCredit Bank cardholders

**ProCredit Bank Romania** was notified about the possible security breach in the database of the European processor and took **strict measures to monitor transactions** on customers' card accounts, keeping in touch with them to detect and **to prevent any incidents**.

**The risk of fraudulent use of cards issued by ProCredit Bank is low**, considering that the bank issued only cards with chip set and the copying of the data was performed through the magnetic tape. In any case, **we ask customers to notify the bank about any suspicious transaction that they identify** on their card accounts to ensure that the amounts they hold are safe. Customers can contact the **Call Center** service at the phone numbers **0372.100.200** or **021.201.5555** or they can discuss directly with a representative of the bank in ProCredit Bank's branches and agencies.

In addition, to increase protection against possible fraud, **ProCredit Bank has taken some additional measures applied to cards issued by the bank**, namely: restricting internet transactions using CVV2 code and temporarily prohibiting transactions at terminals not provided with the chip reader.

**ProCredit Bank did not block the cards issued by the institution**. At the individual request of clients (directly in branch or by phone through Call Center), the cards can be locked with no charge. Further on, the client can receive a new card and new PIN if desired, according to the price list in force