

INSTRUCTIONS FOR THE USAGE OF THE DIGIPASS DEVICE 0550

AS SOON AS YOU RECEIVE YOUR DIGIPASS DEVICE, YOU MUST CALL US AT 800 00 800 (+357 22 128000 FROM ABROAD) TO ACTIVATE IT

1. INITIAL DIGIPASS PIN

Before using your digipass device (digipass) for the first time you need to change the initial PIN as follows:

1. Switch on the device. The screen will display "INITIAL PIN"
2. Enter your initial PIN and press "=" .The screen will then display "NEW PIN"
3. Enter your new 5-digit PIN and press "=". The device will not accept any PIN that are considered "weak" e.g. 12345, 11111. The screen will display "REPEAT PIN"
4. Enter your New PIN again and press "=". The screen will display "OK" (the PIN change has been completed successfully).

2. USING YOUR DIGIPASS DEVICE FOR SIGN-ON OR TRANSFERS THROUGH INTERNET /MOBILE BANKING

1. Switch on the device. The screen will display: "I, S, T"
2. Press "I". The screen will display "YOUR PIN".
3. Enter your 5-digit digipass PIN and press "=".
4. A 6-digit dynamic code will appear. Enter this code in the corresponding Internet / Mobile Banking field, either for logon or for the completion of a transaction. The 6-digit code can only be used once. Repeat this process every time you need to new code for the Internet / Mobile Banking.

3. USING YOUR DIGIPASS DEVICE FOR INSTRUCTIONS THROUGH FAX

Make sure that you have signed the relevant Fax Indemnity documents before you use this facility.

Prepare the instruction to be sent by fax to the Bank. Obtain the signatures of all the people in accordance to the signing instructions given to the Bank. This is necessary since the usage of digipass, does not replace the customer signatures.

1. Switch on the device. The screen will display "I, S, T"
2. Press "S". The screen displays "Your PIN".
3. Enter your 5-digit digipass PIN and then press "=". The screen will display "_"
4. Enter the amount of your instruction, without using any decimal digits (e.g. 200 not 200.00) and then press the "=" sign twice. For instructions that do not involve money (i.e. change of address, cancellation of card) enter "0" (zero).
5. A 6-digit code will appear. Write this code along with your User ID, the amount and date used to generate the code on your instructions to your branch. The 6-digit code can only be used once. Repeat this process every time you need a new code.

4. CHANGING YOUR 5-DIGIT DIGIPASS PIN

We urge you to change your digipass PIN regularly and avoid writing it on the device itself. You can change your PIN by following the instructions below:

1. Switch on the device. The screen will display "I, S, T"

2. Press "T". The screen will then display "CHANGE PIN?"
3. Press "=". The screen will display "YOUR PIN"
4. Enter your current 5-digit digipass PIN and then press "=".
5. The screen will display "NEW PIN". Enter your new 5-digit digipass PIN. The device will not accept any PINs that are considered weak e.g. 12345, 11111 etc. The screen will display "REPEAT PIN".
6. Re-enter your new 5-digit digipass PIN and then press "=". The screen will then display "OK". Your digipass PIN has now been changed.

5. USING YOUR EX LAIKI BANK DIGIPASS DEVICE FOR SIGN-ON OR TRANSFERS THROUGH INTERNET /MOBILE BANKING

1. Switch on the device. The screen will display "OTP/AUTH"
2. Press "OTP" twice. The screen will display "IND/LOGON"
3. Press . The screen will display "PIN"
4. Enter your 4-digit digipass PIN. Press 
5. The screen will display "OTP = XXXXXX". Enter this code in the corresponding Internet / Mobile Banking field, either for logon or for the completion of a transaction. The 6-digit code can only be used once. Repeat this process every time you need to new code for the Internet / Mobile Banking.

6. USING YOUR EX LAIKI BANK DIGIPASS DEVICE FOR INSTRUCTIONS THROUGH FAX

Please make sure that you have visited your branch and signed the relevant Fax Indemnity documents before you use this facility.

Prepare the instruction to be sent by fax to the Bank. Obtain the signatures of all the people in accordance to the signing instructions given to the Bank. This is necessary since the usage of digipass does not replace the customer signatures.

1. Switch on the device. The screen will display "OTP/AUTH"
2. Press "AUTH". The screen will display "AUTH"
3. Press . The screen will display "PIN"
4. Enter your 4-digit digipass PIN and press . The screen will display "AMOUNT"
5. Enter the amount of your instruction without the decimals. For Instructions that do not involve money (i.e Change of Address, Cancellation of Card) enter 0 (zero). Press . The screen will display "BENEF ACC".
6. Enter the last 8 digits of the beneficiary account of your instruction. In case the beneficiary account contains characters, skip them. For Instructions that do not involve money (i.e Change of Address, Cancellation of Card) enter 0 (zero). Press 
7. The screen will display "AU=XXXXXXXX". Type this 8-digit number on the fax instruction, along with the digipass serial number used (located at the back of your digipass). Repeat the same process as many times as necessary for other instructions.

Important Note:

A 30-minute interval is required prior to generating codes for instructions with the same AMOUNT and the same BENEFICIARY ACCOUNT.

7. **CHANGING YOUR EX LAIKI BANK 4-DIGIT DIGIPASS PIN**

The digipass requires the usage of a PIN in order to operate. We urge you to change your Digipass PIN regularly and avoid writing it on the device itself. You can change your Digipass PIN by following the instructions below:

1. Switch on the device. The screen will display “OTP/AUTH”.
2. Press “i” 1 time. The screen will display “CHANGE PIN?”
3. Press . The screen will display “PIN”
4. Enter your current 4-digit PIN and press . The screen will display “NEW PIN”
5. Enter your new 4-digit PIN and press . The device will not accept any PINs that are considered weak e.g. 12345, 11111 etc. The screen will display “REPEAT PIN”
6. Re-enter your new 4-digit digipass PIN and then press “=”.
7. The screen will display “OK”. Your digipass PIN has now been changed.

CONTACT INFORMATION

For assistance or support, you can contact us at 800 00 800 (+357 22 128000 if you are calling from abroad), Monday to Friday (except bank holidays), between 7:45 to 21:30.