
Keep your card and account safe

Card safety tips

- Don't let anyone else use your card
- Always keep your PIN safe:
 - Never write it on the back of your card
 - Never leave your PIN with your card
- Don't tell anyone else your 16-digit card number, PIN or CVV number
- If your card is lost or stolen, call us on **0113 320 1900***

ATM tips

- Try to use an ATM at a bank
- Make sure you shield your PIN
- Don't use an ATM that looks as though it may have been tampered with

Online shopping tips

- Only use trusted retailers
- Make sure the website is secure (Look out for https:// in the URL)
- Check the small print for any monthly or weekly subscription fees



Online help centre:

www.onepay.co.uk/help

Email: theteam@onepay.co.uk

Call: 0113 320 1900*

*Calls are charged at your standard network rate, calls from mobiles may be higher.

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