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# Keep your card and account safe

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## 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\***

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## 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

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## 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](http://www.onepay.co.uk/help)

**Email:** [theteam@onepay.co.uk](mailto: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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The logo for OnePay, featuring the word "onepay" in a lowercase, sans-serif font. The "o" is orange, and the "n" is blue. The rest of the letters are blue.