

ABK SecurePay

General Information:

1- **What is ABK SecurePay?**

ABK SecurePay is a free security service provided in partnership with Visa (Verified by Visa) & Mastercard (SecureCode) for both consumers and merchants (participating with Verified by Visa/SecureCode) as an extra layer of protection for your online shopping, which helps protect your ABK Card against unauthorized usage and online fraud. Authenticating your identity during your online shopping, through a unique Password created by you.

2- **How does ABK SecurePay work?**

When shopping online at participating merchants, you will be redirected to the ABK SecurePay dedicated page upon checkout, where you will be required to Register and Activate for your ABK card (one time process).

- **Registration: Answering a few personal banking questions to verify your identity**
- **Activation: Creating a unique Password and providing Answers for the Security Questions**

Once you are successfully Registered and you have set up the Password your ABK SecurePay will be activated, and each time you shop online at participating merchants your unique Password will be required to complete the transaction as your Visa Card cannot be verified without your ABK SecurePay Password.

3- **Why should I Activate ABK SecurePay? And will I be able to continue my online shopping without registering and activating the service?**

You can choose not to activate ABK SecurePay initially by clicking the 'Do not activate now' button. However, if Verified by Visa/SecureCode is a mandatory requirement by the merchant then failure to activate ABK SecurePay will result in your transaction being declined by the merchant.

ABK's SecurePay comes in partnership with Visa/Mastercard and offers you an extra layer of security against *unauthorized* transactions, by adding an additional Authentication step for online payments. You must Activate SecurePay to benefit from this extra security layer which protects your card against unauthorized online usage.

How to Register and Activate the Service:

4- **How do I Activate ABK SecurePay?**

Activation occurs during shopping at participating merchants, where you will be redirected to a dedicated ABK SecurePay page upon Checkout.

- Registering your card by entering some personal information.
- Upon completion of the Registration process, the information entered will be validated by ABK immediately.
- Once verified you will be prompted to Activate your ABK Card by creating a unique Password and setting up the Security Questions

5- **What personal information is required to verify my identity and complete the Registration?**

- Civil ID number
- Card Expiry Date
- Name as Printed on the Card
- Date of Birth

The above information must match what is present on ABK's systems, in case you face any problems during the Registration process please contact Ahlan Ahli 1899899 for assistance.

6- **Can I Activate my ABK SecurePay account before I shop online?**

No, you can only Activate your ABK Credit, Prepaid & debit Card(s) for ABK SecurePay during online shopping at participating merchants, upon checkout.

7- **Do I have to Register all my ABK Cards?**

No you are not required to Register all your ABK Cards, only the cards that you prefer to use for you online shopping. Please Note: Each ABK Card will require a separate Registration and Activation.

ABK SecurePay Password:

8- **Can I use the same ABK SecurePay Password for all my ABK Cards?**

Yes you may. You must create a unique ABK SecurePay Password that is between 3-15 characters, which includes at least one number one lower case letter and one upper case letter. **However you will be required to Register and Activate each card separately.**

We suggest that you create a unique Password that will be easy for you to remember for future online shopping, but difficult for others to guess. **Note: Please keep your Password secure and do not share it with anyone**

9- **What if I need to reset/change my Password or if I have forgotten my Password?**

Just continue your transaction normally and upon check out you will be redirected to the ABK SecurePay window where you can reset/change your password, by clicking on 'Forgot your Password' link on the page and follow the instructions.

Always be sure to keep your password safe and never write it down. If you ever suspect that a fraudulent purchase has been made using your Card, contact ABK immediately.

Shopping with ABK SecurePay:

10- **Where can I use ABK SecurePay?**

You will only see and use the ABK SecurePay service whilst shopping online with merchants that are participating with Verified by Visa OR SecureCode by Mastercard.

11- **What if I shop online with a merchant that is not participating with Visa/Mastercard?**

If the merchant does not participate with Visa/Mastercard, the online transaction will proceed as normal, without the need to enter the ABK SecurePay Password. To complete such transaction simply follow the regular Checkout process.

12- **Will I have to Register my ABK Card every time I make an online purchase at participating merchants?**

No, as once you have Activated your ABK SecurePay you will not be required to go through Registration again. You will only be required to verify your ABK Card by entering your ABK SecurePay Password prior to payment.

Registered Cards:

13- **My Card is Locked what do I do?**

You have been locked out of the card because you have exceeded the allowed limit for wrong authentications (Password and Secret Question(s) answers).

Your transaction will be declined and you will have to resubmit your order where once you checkout/pay again you will be redirected to the ABK SecurePay Registration Page, and you will have to Re-Register (entering the required personal information) and Re-Activate your card again by creating a new Password.

14- **My Card is Inactive what do I do?**

ABK SecurePay has been deactivated for security reasons. The transaction will be declined and you will not be able to transact using ABK SecurePay until you reactivated your account.

You will need to contact the ABK's Call Center 1899899 to re-active your ABK SecurePay Account. You will then be required to Re-Register and Re-Activate your card again.

15- **What if my registered ABK SecurePay card was replaced?**

If your replacement card has the same Card Number and then your Verified by Visa/SecureCode details will automatically be updated, you don't have to re-register or re-activate your card.

However if your card was replaced as a lost card and your 16 Digit Card Number was replaced as a fact, then you will be required to re-register or re-activate your ABK SecurePay account linked to that Card.

16- **Who do I contact when I face any problems when shopping online using ABK SecurePay?**

For any assistance with the ABK SecurePay service please contact ABK's Call Center Ahlan Ahli:

- Local 1899899
- International + 965 22442211

How to Register and Activate the Service (below steps also apply to Mastercard)

1. Registration page will pop-up automatically when you are checking out and/or upon payment:

Protect your Card Online with ABK SecurePay

ABK SecurePay offers an additional layer of security when shopping online, simply register to activate this service. To register, answer the following questions, and proceed to activate the service by clicking on the 'Activate Now' button. If you choose to not activate the service 'Do Not Activate', your purchase might be declined by Merchant.

Merchant :
Amount :
Date :
Card Number :
Pages' Language
English ▼
Card Expiry Date:
/ / (MM/YY)
Date Of Birth:
/ / (MM/DD/YYYY)
Civil ID Number/Other ID :
Name as Printed on Card:
[Text Box]

Activate Now

Help Do Not Activate Now

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2. You have to verify that you are the card holder by entering the following information (Name as printed on card, Card expiry Date, Date of birth & your Civil ID number) this information must match what is present on ABK's System. Failure to provide the correct information here will cause you to deactivate your card and you will be redirected to "Inactive Card Page".

Protect your Card Online with ABK SecurePay

ABK SecurePay offers an additional layer of security when shopping online, simply register to activate this service. To register, answer the following questions, and proceed to activate the service by clicking on the 'Activate Now' button. If you choose to not activate the service 'Do Not Activate', your purchase might be declined by Merchant.

Merchant :
Amount :
Date :
Card Number :
Pages' Language
English ▼
Card Expiry Date:
/ / (MM/YY)
Date Of Birth:
/ / (MM/DD/YYYY)
Civil ID Number/Other ID :
Name as Printed on Card:
[Text Box]

Activate Now

Help Do Not Activate Now

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3. Once your information is validated by ABK successfully, you will be required to set and activate your Account by creating your ABK SecurePay password along with the setting up the security answers.



Forgot your ABK SecurePay Password

For resetting your password, please answer correctly to the following questions.

First Car:

Your favorite colors:

Place of Birth:

Nickname:

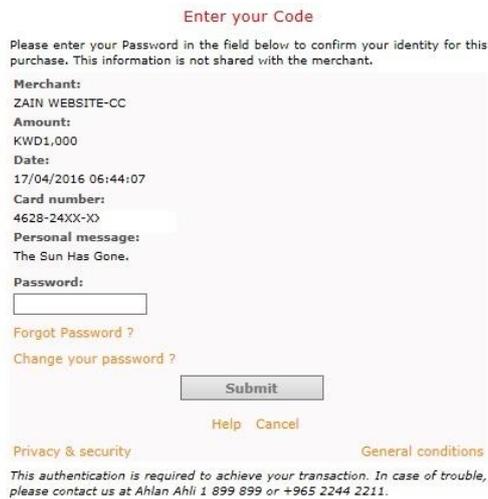
[Help](#) [Cancel](#)

[Privacy Policy](#) [Terms and Conditions](#)

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ABK SecurePay Password:

1. To reset or change your password, just click on the 'Forgot my Password' link from the payment page.



Enter your Code

Please enter your Password in the field below to confirm your identity for this purchase. This information is not shared with the merchant.

Merchant:
ZAIN WEBSITE-CC

Amount:
KWD1,000

Date:
17/04/2016 06:44:07

Card number:
4628-24XX-X

Personal message:
The Sun Has Gone.

Password:

[Forgot Password ?](#)

[Change your password ?](#)

[Help](#) [Cancel](#)

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This authentication is required to achieve your transaction. In case of trouble, please contact us at Ahlan Ahli 1 899 899 or +965 2244 2211.

2. To reset/change your Password you will be required to answer a security question(s) to verify that you are the cardholder. Failure to answer correctly will Lock you Card and you will need to re-register and re-activate your card.
3. To confirm your new Password you will need to re-submit your security answers.

- If you cannot remember your security answers please contact Ahlan Ahli 1899899 for an Account reset.

Create your password

Merchant :
ZAIN WEBSITE-CC
Amount:
KWD1,000
Date :
17/04/2016 06:44:07
Card number:
4628-24XX-XXXX-7028
Personal message:
The Sun Has Gone.

To create your password, please enter at least [1] number, [1] upper letters, [1] lower letters and at most [15] characters. Record your password in a safe place -- it will be used to identify you on all future purchases at participating online stores.

Password :

Confirm your password :

Pages' language
English ▾

First Car:

Your favorite color:

Nick Name:

Place of Birth:

[Help](#)

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