



Top Travel Tips

Before you Travel

- Check that your cards are valid to cover the travel period.
- Check you have sufficient credit limits, and also check your account balance.
- Make sure the back of all your Cards are signed in the designated signature panel.
- Let your bank know about your trip before you leave so unfamiliar transactions aren't flagged as suspicious.
- Ensure that your SMS notification service is activated to notify you of transactions taking place on your account and cards.
- Download the KIB Mobile app to track your card usage and spending while travelling.
- Ensure your online banking access is working.
- It is always recommended to have sufficient medical insurance while traveling.
- Ensure that the PC or mobile you are using for booking is updated with the most recent anti-virus database / Operating System software.

During your Travel

- Don't leave your cards unattended, whether you're at work or relaxing in your hotel, and take advantage of the hotel-provided safe for valuables.
- Do not leave all your cards in one place or wallet, and keep away from direct sunlight to prevent damage.
- Never give your card or your PIN number to any person. Ensure to have the card in front of you while doing any transaction.
- Check your receipts very carefully before signing/entering your PIN, and do not leave the "Tips or Total" line blank.
- Check the POS screen for accuracy of merchant name and amount to be paid before entering your PIN.
- Check regularly your card spending through KIB Mobile App or KIB Online Banking App.





- Activate roaming service or provide alternative contact number for us to reach you when overseas.
- Avoid using unsecured Wi-Fi , public or shared networks.
- Should you lose your card or face any issues, immediately contact the KIB's Call Center on 1866866.
- It is always recommended to pay in the local currency of the country you are visiting. Paying in Kuwaiti Dinar aboard will result in higher exchange rate commissions.
- Save all of your receipts. Once you're back home, check them carefully against your monthly statements.

After your Travel

- Change your PIN on a regular basis through any KIB branch/ ATM or call center.
- Check all your cards statements and if in dispute contact the bank immediately.

General Advice

- Never write down your ATM or Credit Card PIN Number anywhere.
- KIB will never ask you to enter your personal information through email or calls, never click on a Web link received by non-trusted emails at all times.
- When using ATM's ensure to inspect the ATM for any foreign objects or devices. Guard your PIN from fraudster "shoulder surfing", and do not accept assistance from anyone.

For more information please call Al-Dawli Weyak 1866866 or +965 22957300 internationally, our staff will assist you immediately and are available 24/7 for your service.

