

## Security

- Do not disclose your FUPS Card data; password, card number, expiration date, and CVV number of your card to third parties.
- For your security, do not share your password or FUPS product verification codes with any third party, and ensure proper security regarding your password, payment instrument, and similar sensitive payment information.
- In cases where the payment instrument is stolen/lost or the security of sensitive data is compromised, you must report this immediately via the call center number 0850 226 36 46 of Lydians Elektronik Para ve Dağıtım Hizmetleri A.Ş. (Company).
- In case of theft or loss of your FUPS Card, you can block your card by calling the Lydians Elektronik Para ve Dağıtım Hizmetleri A.Ş. (Company) call center number 0850 226 36 46 and request that your current balance be transferred to the recharged card or returned to your bank account.
- If you notice any transaction that does not belong to you in your transactions or in the review of transactions made with FUPS products, or if you notice any other fraudulent and abusive transaction, you should report it immediately through the call center number 0850 226 36 46 of Lydians Elektronik Para ve Dağıtım Hizmetleri A.Ş.(Company). Otherwise, our Company will not be responsible for any damages and losses that may occur due to third party transactions. Your rights and obligations as a FUPS user are included in the Framework Agreement signed/approved with our Company.
- Under no circumstances will you be asked to send your e-mail address, password, card password, CVV number, or money by call or SMS as FUPS. Therefore, disregard any calls made on behalf of our Company or on behalf of anyone else or with similar requests.
- When setting your FUPS Card and FUPS application password, do not use numbers that are easy to guess, such as date of birth, repeating numbers, or consecutive numbers.
- In case of blocked FUPS Card password processes, you can contact the call center of Lydians Elektronik Para ve Dağıtım Hizmetleri A.Ş. (Company) at 0850 226 36 46 and request unblocking after you have completed the required security steps.
- You can change the password of your FUPS Card via the FUPS application and set a new password.
- If your FUPS application password is blocked, you can click the Reset Password button and send a password renewal e-mail and SMS to your registered e-mail address and phone and change your password. If your registered e-mail address is incorrect, you can have your e-mail address updated by calling the call center of Lydians Elektronik Para ve Dağıtım Hizmetleri A.Ş. (Company) at 0850 226 36 46 after you have completed the necessary security steps.
- You can change your FUPS application password in the "Change Application Password" section of the FUPS application.
- You can only open the FUPS application on one device at a time. When you log in on another device, your session on the other device ends automatically.
- To protect your mobile phone on which you use the FUPS application, use security software from reliable software companies and do not install unlicensed or unknown applications.
- Make sure that you are using the latest version of the FUPS application.
- You can use the FUPS application to review your transaction and account balance information. Make sure to download the FUPS application from the official application stores (such as Google Play, Apple Store, and Huawei AppGallery) to your cell phone.
- You can submit your complaints to us through the FUPS application or your FUPS Card by calling the Lydians Elektronik Para ve Dağıtım Hizmetleri A.Ş. (Company) call center at 0850 226 36 46 or using the "Contact Us" section in the FUPS application.

- E-mails sent from us have the FUPS.com extension. Do not trust any e-mail address that appears to be sent from our company but does not have a FUPS.com extension.
- Do not enter any personal data, application passwords, card numbers, or card passwords on the pages you enter by clicking non-FUPS links sent via SMS or e-mail.
- Enter all your data (password, reference code, etc.) in such a way that they cannot be seen by others when you make transactions at an ATM. Do not leave the ATM, and do not let anyone help you while making a transaction.
- As FUPS, we will keep you informed about the updates in our products and services through your e-mail address or mobile phone number registered in your FUPS account.