Secure Code service for safe online shopping via Bank Misr Credit, Debit and Prepaid cards

Now with the safe online shopping service via Bank Misr credit card issued from our bank except cards start with (410724,498881,441194) Debit and prepaid cards, you can shop online safely and swiftly with enhanced levels of protection and security via the one time password "OTP" valid only once the bank will send an SMS containing an OTP to your registered mobile phone number to shop online from various secured websites (3D SECURED) where the entry of an OTP is a prerequisite for completing the transaction.

Please make sure you have subscribed to the SMS service by registering your phone number in order to receive the password of the Secure Code service for safe online shopping.

For more information, please contact 19888

The frequently asked questions (FAQs)

What is 3D Secure?

The 3D SECURE is a system of protection provided to the customer when using his card to purchase from the websites fully secured (3D SECURE) allows you to complete the transaction using one time password (OTP) sent via SMS on the mobile number registered on the card

What is a One Time Password?

A One Time Password (OTP) is a unique code valid only once, which the bank sends to your mobile phone via SMS upon your request to make a transaction via various secured websites (3D SECURED) which deems it a pre-requisite for completing such transaction. The code cannot be more than once; instead, a new OTP is sent for each transaction made on the website.

Why the service of one time password has been applied?

An (OTP) is a security action, which makes your online transactions safer. The bank sends an SMS OTP to your mobile phone for a one-time use only for every purchase transaction through applicable sites for the service of 3D secure

For how long does an OTP stay valid?

An OTP is valid for 2 minutes after sending it, and then it expires. If the OTP expires, the transaction will be cancelled

Can an actually sent OTP be re-sent before the end of the specified login period (2 minutes) (in case the first SMS was not received due to technical failure)?

The OTP password can be re-sent again before the specified time expires only by pressing Resend

What happens if the OTP was mistakenly entered more than once?

The maximum permitted number of wrong attempts for entering an OTP is 3 times, after which the service will be suspended. For reactivation, you should contact bank Misr call center at 19888

What should I do if I change my mobile phone number registered with the Bank?

You should visit your branch to update your new phone number so that you can receive the SMS with your (OTP) in order to complete your online transaction successfully

For more information, please contact bank Misr call center at 19888

*All terms and conditions apply.