

Frequently Asked Questions

1-What is Safe Shopping?

Safe Shopping is a new security system that tells online retailers and banks that you are the original cardholder when you shop online. It allows you to use a personal password to confirm your identity and protect your card when you use your card on the Internet.

2-How can I register in Safe Shopping?

To facilitate and increase e-commerce transactions, all Crédit Agricole cardholders are enrolled in this service automatically during the first checkout process at one of the participating online merchants you will be directed to the purchase authentication screen in which a very simple authentication process will take place following the below steps:

- Receive SMS on your registered mobile at Credit Agricole, containing your password
- Enter the received password to authorize your transaction and future online transactions as well

3-What if I didn't enter the password I received?

Your future online transactions will be declined

4-Incase I had supplementary cards, is it obligatory to register them in the Safe Shopping?

All CAE cards enrolled automatically whether the primary or supplementary cards, considering that the OTP password will be sent to your registered mobile number with every purchase transaction.

5-What CAE type of cards enrolled in the service?

Credit Cards, Debit Cards & Prepaid Cards, noting that All cards enrolled automatically by the bank during the issuance process

6-What if there was a miss match between my data and the data provided in the Authentication screen?

You have to contact the call center on 19191 or internationally at +202-27911888 to review the stored data on Crédit Agricole systems

7-What is the cost of enrollment in this service?

The enrollment in this service is free.

8-How does Safe Shopping work?

Also each time you will make a purchase with a participating online merchant you will be asked to verify the purchase by entering your password.

Your password will then be quickly confirmed by Crédit Agricole and then your purchase will be completed.

9-What if I didn't receive my password?

You have to contact the call center on 19191 or internationally at +202-33329300

10-How does Safe Shopping protect me?

When you correctly enter your password during a purchase at a participating online merchant, you confirm that you are the authorized cardholder and your purchase is completed. If an incorrect password is entered, the purchase will not be completed. If someone knows your card number, the purchase cannot be completed without your password.

11-What can I do if my password had been disclosed to others or my card had been stolen?

You will have to contact the call center on 19191 or International at +202-33329300, to :
-Block your card and request issuing another card

12-What are the system requirements for Safe Shopping?

Safe Shopping works with most browsers. Please be advised that the software which prevents pop-up windows may interfere with your use of Safe Shopping.

13-How do I know whether a merchant participates in Safe Shopping?

Most participating merchants will display the Verified By VISA Code logo on their websites. However, even if you don't see the logo, the merchant may still be a participant and you will be prompted to provide your password to complete your online transaction.

14-How will the online merchant know that I'm registered for Safe Shopping?

When you use a card that is enrolled in the Safe Shopping program at participating online merchants, the merchant automatically will recognize your card number during the transaction.

15-What happens when I use my Safe Shopping at a participating merchant?

When you make a purchase at a participating online merchant and after you enter the details of the card which you will pay with and which is already being enrolled in the Safe Shopping, you will be automatically directed to the special screen having Crédit Agricole logo and Safe Shopping logo to enter your password. After reviewing the details of your purchase and confirming that the entered data is correct, simply type in your password to complete your purchase.

16-Will Safe Shopping change the online purchase process?

The online purchase process will not be changed except that you will be requested to enter your password each time you perform any further online purchases.

17-What is the reason behind mentioning my e-mail? And will it be secured ?

Your e-mail will only be used for Marketing and Communication purposes, and yes it will be secured where no financial information will be sent to you and it will not be shared with a third party.