

## Frequently Ask Questions



Q: What is the Butterfield Visa Platinum Credit Card?

A: Butterfield Visa Platinum Credit Card is a line of credit tailored to our Premium Banking Customers.

Q: How can I apply for a Butterfield Visa Platinum Credit Card?

A: You have two options to apply for a Butterfield Visa Platinum Credit Card:

- Visit any of our conveniently located Banking Centres and inquire with any of our customer service representatives.
- Visit our Website [www.ky.butterfieldgroup.com](http://www.ky.butterfieldgroup.com) and download an application form.

Q: If I am already a Butterfield Visa Gold card Customer, can I apply for a Butterfield Visa Platinum Credit card?

A: Yes, existing Butterfield card holders, who qualify for the Butterfield Visa Platinum Card, may apply for a Visa Platinum card.

Q: How quickly can I get my Butterfield Visa Platinum Credit Card after applying?

A: If approved, your Credit Card will be ready within ten working days after we receive your completed application form.

Q: What is the credit limit offered on the Butterfield Visa Platinum Credit Card?

A: The minimum credit limit for the Butterfield Visa Platinum Credit Card is USD\$10,000.

Q: How do I make my Credit Card payment?

A: You may pay your Visa Platinum Credit Card by:

- Setup your Platinum Credit Card as a payee on Butterfield Online, our online banking system [www.butterfieldonline.ky](http://www.butterfieldonline.ky)
- Visit any of our banking centres:
  - Butterfield Compass Banking Centre, Shedden Road, George Town, Grand Cayman
  - Butterfield Governor Square Banking Centre, Governor Square, Seven Mile Beach, Grand Cayman.
  - Butterfield Place, 12 Albert Panton Street, George Town, Grand Cayman.
- Via Butterfield's Auto-pay setup.

Q: What are the benefits expected from the Butterfield Platinum Credit Card?

A:

- Visa Rewards
- Exclusive Website: [www.visa-platinum](http://www.visa-platinum)
- Travel Accident Insurance
- Emergency Services
- Auto-rental insurance\* – Worldwide-no limit for losses
- Travel Assistance – Worldwide
- Emergency Medical – US\$25,000/US\$50,000
- Exclusive Visa Platinum discounts: Platinum Offers

Q: What benefits can the Supplementary Credit Cardholders enjoy?

A: Supplementary cardholders will enjoy the same benefits that the primary account holder receives.

Q: Do Supplementary Cardholders get their own rewards account?

A: No, there is only one rewards account for every cardholder account. Primary cardholders and supplementary cardholders will share login details for the Platinum site, share the rewards accumulated etc.

Q: What should I do if his/her card is lost/stolen or damaged?

A: As soon as the card is lost customers are asked to report it by calling our 24 hour, 7 days a week, 365 days a year call centre at 345-815-7712.

When traveling in the USA and Canada, customers may call Butterfield Platinum help desk toll free number 1-866-553-3479.

Customers will be required to provide the following information for a quicker cancellation of lost or stolen Platinum credit card.

- Full sixteen (16) digit credit card number of the missing card and notification of whether the caller is the primary cardholder or secondary cardholder.
- Exact cardholder's name as it is printed on the card
- Billing Address - where the credit card billing statement is sent each month
- Home phone
- Circumstances of the loss or theft number
- Identification verification information - Date of birth, mother's maiden name, and passport or national ID number

Q: What if I do not have my account number because it has been lost/stolen or damaged?

A: The call centre will be able to locate your account number. If necessary, please check on receipts or billing statements if the account number is listed. If travelling and staying at a hotel, the hotel may have the number on file if it was used during check-in.

Q: How can I get an emergency card?

A: Please contact our Visa Platinum Credit Card assistance centre toll free number 1-800-396-9665 for rapid assistance in receiving an emergency card.

Please be prepared to provide the following information for prompt assistance:

- Full sixteen (16) digit credit card number of the missing card
- Your exact full name as it is printed on the card
- Billing Address - where your credit card billing statement is sent each month
- Home phone number
- Circumstances of the loss or theft
- Identification verification information- date of birth, mother's maiden name, and passport or national ID number
- Address and phone number (from a hotel, for example) while traveling, and a brief itinerary if your travels continue beyond where you are currently.

Note: If you are the secondary cardholder for this card, you will also need to provide the primary cardholders' identification verification details.

Q: How can I get emergency cash?

A: Please contact our Visa Platinum Credit Card Assistance centre toll free number 1-800-396-9665 for rapid assistance in receiving emergency cash within 24 hours.

Note: You will need to provide the amount of cash you desire along with the following information:

- Full sixteen (16) digit credit card number of the missing card.
- Your full name as it is printed on the card.
- Billing Address - where your credit card billing statement is sent each month.
- Home phone number.
- Circumstances of the loss or theft.
- Identification verification information- date of birth, mother's maiden name, and passport or national ID number.
- Address and phone number (from a hotel, for example) while traveling, and a brief itinerary if your travels continue beyond where you are currently.

Note: If you are the secondary cardholder for this card, you will also need to provide the primary cardholders' identification verification details.

Q: When I get back to my home, what do I do with my emergency card?

A: Upon your return, please contact us to arrange for a permanent card replacement.

Q: What is the expiry date on my Butterfield Visa Platinum Credit Card?

A: The Butterfield Visa Platinum credit card will expire every three years from the issue date.

\*Terms & conditions apply, visit [www.butterfieldgroup.com](http://www.butterfieldgroup.com) for details.