

# MasterCard Global Service™

MasterCard Global Service™ provides worldwide, 24-hour assistance with **Lost and Stolen Card Reporting, Emergency Card Replacement, and Emergency Cash Advance.**

Call MasterCard Global Service™ immediately to report your Card lost or stolen and to cancel the account. If you need to make purchases or arrange for a cash advance, with Butterfield's approval, you can receive a temporary Card the next day in the United States, and within two business days almost everywhere else.

Remember, if you report your Card lost or stolen, you will not be responsible for unauthorised transactions on your Account. In the United States (including all 50 states, the District of Columbia, the US Virgin Islands, and Puerto Rico) and Canada, call **(800) MC ASSIST / (800) 622 7747.**

When out-of-country and in need of assistance, you can easily reach a specially trained MasterCard Global Service™ Representative who can help you 24 hours a day, 365 days a year, in any language. You can call toll-free from over 80 countries worldwide.

**Some of the key toll-free MasterCard Global Service™ telephone numbers are:**

Argentina.....	0800 555 0507
Brazil .....	0800 891 3294
Chile .....	1230 020 2012
Colombia.....	01 800 912 1303
France.....	0 800 90 1387
Germany .....	0800 819 1040
Italy .....	800 870 866
Mexico .....	001 800 307 7309
Peru .....	0 800 307 7309
Portugal .....	800 8 11 272
Puerto Rico .....	1 800 307 7309
Spain .....	900 97 1231
United Kingdom.....	0800 96 4767
Venezuela.....	0800 1 002 902

For additional information, or for country-specific, toll-free telephone numbers not listed above, visit [www.mastercard.com](http://www.mastercard.com) or call the United States collect at **(636) 722 7111.**

## ATM Locations:

Call **(877) FINDATM** or contact the MasterCard Global Service™ Centre to find the location of a nearby ATM in the MasterCard ATM Network accepting MasterCard®, Maestro®, and Cirrus® brands. Also, visit our website at [www.mastercard.com](http://www.mastercard.com) to use our ATM locator. You can get cash at over one million ATMs worldwide. To enable cash access, be sure you know your Personal Identification Number (PIN) before you travel.

## ACCOUNT AND BILLING INFORMATION

**Important:** Contact Butterfield directly for questions concerning your Account, such as Account balance, credit line, billing inquiries (including transaction exchange rates), merchant disputes, or information about additional services not described in this Guide.

*Where services are provided by organisations other than Butterfield, the Bank shall have no responsibility or liability for them, or for their mention in this document, or for their continuance.*



[www.butterfieldgroup.com](http://www.butterfieldgroup.com)



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