

BOB VISA DEBIT CARDS

Frequently Asked Questions

How does Bank of The Bahamas Visa Debit Card work?

Bank of The Bahamas Visa Debit Card works like cash, cheques and ATM Cards, but improved! BOB Customers can enjoy the ease of paying bills and purchasing goods and services online directly from their chequing or savings account as well as via any Merchant's Point-of-Sale terminal that accepts Visa. Simply swipe, tap, or enter PIN to complete a transaction.

It offers the most efficient technology and other innovative features that will enhance customers experience while keeping their money secure.

Upon receipt of your BOB Visa Debit Card, contact the number listed on the back of the card to activate and PIN, then it can be used instantly. The Card is valid for three (3) years and is automatically renewed.

What is the life span of Bank of The Bahamas Visa Debit Card?

BOB Visa Debit Cards are valid for three (3) years and are automatically renewed by the bank after expiration date.

Will Bank of The Bahamas Proprietary ATM Card be discontinued?

Yes. We are progressing toward retiring the BOB Proprietary ATM Cards.

IMPORTANT INFORMATION: Activation of your new Visa Debit Card will automatically deactivate the existing proprietary ATM card.

Is there an annual fee associated with Bank of The Bahamas Visa Debit Card?

There is NO annual fee associated with BOB Visa Debit Card.

Are there any charges/fees associated with the use of Bank of The Bahamas Visa Debit Card?

All customers are required to pay existing fees which are associated with BOB chequing and savings accounts. Also, cash advance charges will be applied to transactions completed at other banks' ATMs and a currency conversion fee will be applied to all international purchases and cash advances.

Please refer to the Bank's Schedule of Fees located on our Corporate Website.

Is there a limit on purchases or ATM withdrawals?

Yes. For your protection there are daily limits on ATM withdrawals and purchases.

Customer transactions can be monitored 24/7 via BOB Express Online Banking and Mobile App (Coming Soon).

With the current Bank of The Bahamas Proprietary ATM card, I can make transactions from either chequing or savings account, Will I still be able to do the same with the Visa Debit Card?

BOB Customers will not be able to alternate between chequing and savings accounts for transactions from another bank's ATM or purchases at a merchant. All BOB Visa Debit Card ATM transactions and purchases will be drawn from the customers' designated primary account.

What should I do in the event there is a discrepancy on my bank account statement resulting from a Visa Debit Card transaction?

If you have inquiries about any transaction, you should contact the Bank immediately via our Customer Care. You may visit any BOB branch to complete a Cardholder Dispute form or complete the form located on our corporate website then submit it to our BOB Customer Care mailbox, card.center@bankbahamas.com. You must notify the Bank within thirty (30) days from the date the transaction was initiated on your account.



How do I replenish my primary account if funds are depleted?

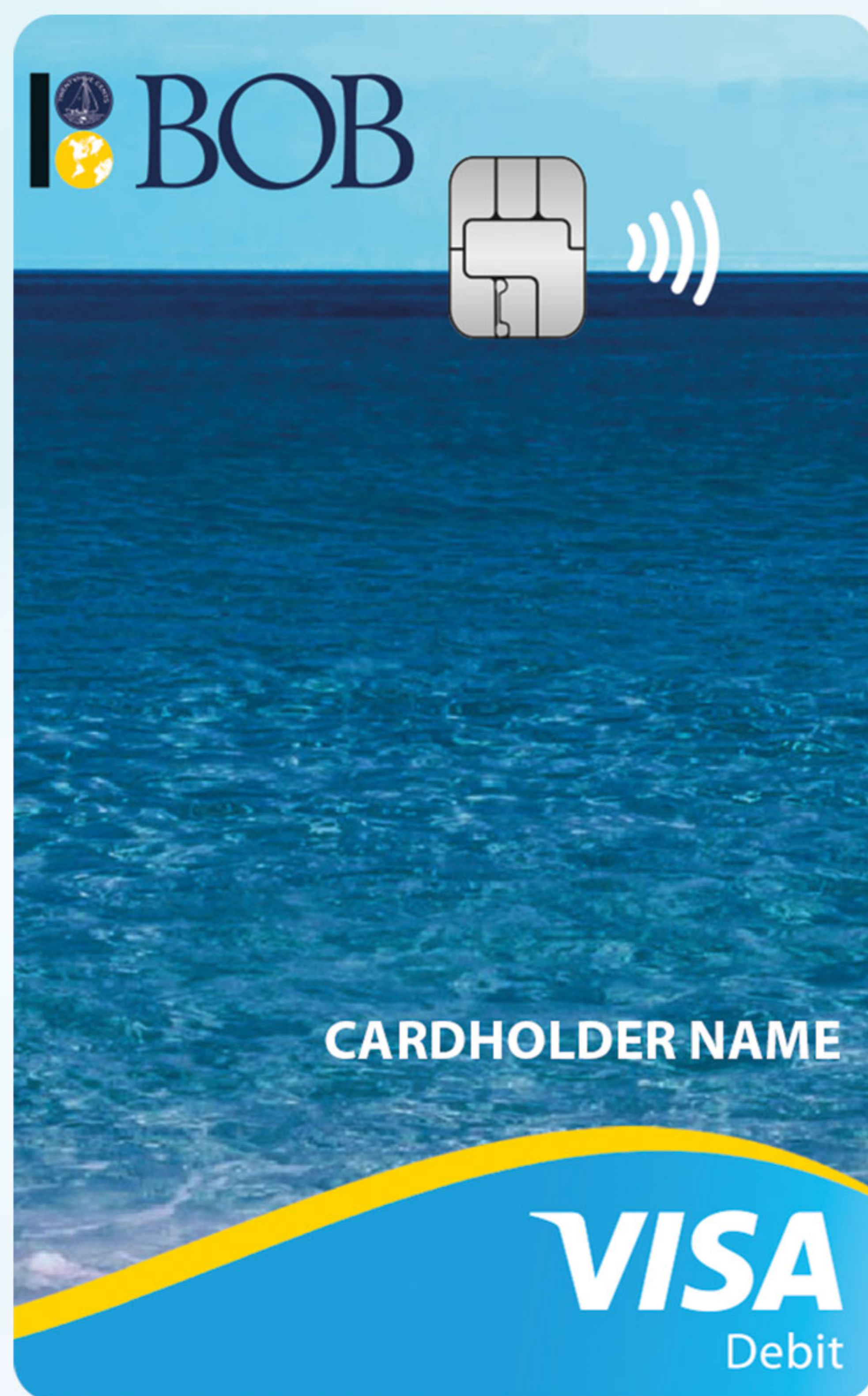
Customers may transfer funds to their primary account via BOB Online Banking, Mobile App (where applicable), in branch or at any BOB Express Deposit ATMs.

Why is there a delay with transactions being visible for Online Banking?

Our system displays details only after the merchant/vendor (where the transaction was carried out) completes a settlement of their POS terminal. When you perform a transaction using your BOB Visa Debit Card, your balance adjusts immediately, however, delays in posting transaction details may occur from time to time.

What are the benefits of the new Visa Debit Card in comparison to my existing Proprietary ATM Card?

- Automatic access to foreign currency when abroad, no need to purchase cash for travelling
- Card is accessible for Internet, Mail or Telephone purchases
- Cash withdrawal can be made at any ATM or cash dispenser locally or abroad that accepts Visa or Plus Cards
- Cards are issued with the latest Chip, Pin and Contactless technology
- 24/7 Card Fraud Monitoring and account protection
- Process swifter transactions at POS terminals capable of Contactless feature
- Access emergency cash and replacement card service while abroad (**Subject to approval)



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