

# Convenience and security, by **BUTTERFIELD.**



Everything you need in a credit card  
and more... from **VISA®** and **Mastercard®**.



## Worldwide Acceptance

Our Visa® and Mastercard® Standard Credit Card products offer you security and convenience, and put purchasing power at your fingertips. Whether you want to purchase goods or services, or withdraw cash at an ATM, our Credit Cards give you access to over 24 million merchants and one million ATMs worldwide.

## Mastercard® Standard Credit Card Offers:

### Mastercard® Global Service™

The facility provides emergency Card-related assistance any time, anywhere, via one toll-free call.

### Purchase Protection

This coverage provides reimbursement for theft and/or accidental damage of purchased covered items. The covered purchase must be paid in full with your Mastercard Standard Credit Card.

## Visa® Classic Credit Card Offers:

### Travel Accident Insurance

Visa® offers travel accident insurance coverage up to US\$75,000 when the ticket is paid with the Visa® Classic Card, offering Cardholders security and peace of mind whilst travelling.

### Emergency Services

The Emergency card replacement service allows a Visa cardholder, whose card has been lost or stolen, to receive a replacement card anywhere in the world.

## Other Benefits:

### Balance Protection (optional)

Balance Protection is designed to protect you, the Principal Cardholder, by meeting your obligations to the Bank in the event of death.

### Supplementary Cards for Family Members

You can request additional Mastercard® and Visa® Cards for your spouse or other family members by completing the Supplementary Cardholder details on your application form.

*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.*

# The Bank of N.T. Butterfield & Son Limited

## Cardholder Agreement

**This Agreement is governed by the laws of Bermuda.** In this Agreement, “you” and “your” refer to the Main Cardholder Account holder, and includes Supplementary Cardholder(s) you name and authorise, unless otherwise mentioned. “Main Cardholder(s)” refers to the person liable for any outstanding Credit Card debt. “Supplementary Cardholder” refers to any other person the Main Cardholder authorises to have a Credit Card (“Card”) issued on their Account. “We,” “our,” “us” and “the Bank” refer to The Bank of N.T. Butterfield & Son Limited, Bermuda. If you keep or use your Card(s), or if we provide you with a renewal or replacement Card(s), it means that this Agreement is enforced between you and the Bank. Your Credit Card application and the Bank’s “General Terms and Conditions” brochure form part of this Agreement.

**Using the Card.** You can use your Card wherever it is accepted, to purchase goods or services and for other purposes the Bank may authorise from time to time. You can obtain cash advances from financial institutions that accept the Card. By using the Card, together with the Personal Identification Number (PIN) you have chosen, you can also obtain cash advances at any Automated Teller Machine (ATM) displaying the Mastercard®/Cirrus and Visa®/Plus logos. When you receive your Card you must sign it immediately and take every reasonable precaution to keep the Card safe. We will not be liable if a merchant, a business or an ATM does not accept your Card for any reason. You may only use the Card for legal and genuine transactions. You must give the Bank such financial statements and information as the Bank may request from time to time, to keep your file up to date. The use of this Card will always be subject to any statutory restrictions and/or regulations that the Bermuda Monetary Authority imposes or any other regulatory authority may impose. You acknowledge and accept that any transaction which the Bank considers to be in breach of any such statutory restrictions, regulations or procedures may be declined.

When the card is used with your PIN (Personal Identification Number) to make a purchase at an enabled Chip and PIN point of sale terminal or to obtain a cash advance at an Automated Teller Machine (ATM), you are deemed to have authorised the transaction.

**Dealing with transactions in a foreign currency.** The amount of any purchase(s) or cash advance(s), in any currency other than Bermuda dollars (BMD), will be billed in US dollars (USD). Transactions made in a foreign currency other than USD will be converted and posted to your account in US dollar. The exchange rate is determined by Mastercard or Visa on our behalf on the date that the transaction is settled with Mastercard or Visa and posted to your account. This exchange rate may be different from the rate in effect on the transaction date. Transactions made outside of Bermuda may also be assessed a cross border fee by Mastercard® or Visa, regardless of the currency of the transaction. You may choose to pay your balance in USD or BMD. All foreign currency transactions, including USD transactions, are subject to Foreign Exchange (FX), and when applicable, the Bermuda Government Foreign Currency Purchase Tax (FCPT) when your Account is paid in BMD.

**Automated Teller Machines (ATMs).** The amount you can withdraw each day as a cash advance from an ATM, and the available ATM services, may vary from time to time. We are not liable for any loss or damages you may suffer because of your use of an ATM or because of any failure to provide ATM services. We are not responsible for informing you of any mechanical failures of an ATM or for telling you when these services are changed or withdrawn.

**Keeping your Personal Identification Number (PIN) confidential.** You agree to keep your PIN separate from your Card at all times. If you do not keep your PIN confidential, or if you keep your Card and your PIN in a way that would compromise the security of your Card, you will be liable for all debt, including interest and charges arising from their unauthorised use.

**Observing the expiry date of your Card.** You agree not to use the Card after its expiry date. If it is used, you agree to pay any debts incurred.

**Not exceeding your credit limit.** You will be advised of your credit limit when you receive notice that your Card application has been approved. The credit limit will be noted on your monthly statement. We can increase or reduce your credit limits without advance notice. You agree that your debt will not exceed the credit limit that is communicated to you from time to time. You are responsible for all penalty fees associated with your Account exceeding the credit limit. A fee will be charged for any transaction that takes you over-limit and each transaction thereafter. You are responsible to pay any over-limit amounts in full by your payment due date.

**Telling us about loss, theft or unauthorised use.** You will inform us immediately by telephone and in writing about the loss, theft or suspicion of unauthorised use of your Card and/or PIN. Until further notice, such information shall be supplied to the Bank by telephone anytime in Bermuda at (441) 295 1111, or at any time (toll-free) from within the USA and Canada at (866) 563 1339, and in writing to Butterfield, P.O. Box HM 195, Hamilton HM AX,

Bermuda. If your Card is lost or stolen, or you suspect its unauthorised use, you will be liable for all debts resulting from its use until you have informed us that it has been lost or stolen. If you have previously authorised someone to use your Card, and have subsequently withdrawn your authorisation, you will continue to be liable for all debts incurred by its use until it has been surrendered to the Bank.

**Preparing and sending monthly statements.** Monthly statements are only prepared on business days, so your monthly statement date may vary from month to month. We will send monthly statements to the Primary Cardholder only.

**Accepting our records.** You agree to accept our records of a transaction as accurate unless you can provide contrary evidence that is satisfactory to the Bank.

**Charging interest on purchases, cash advances and other charges.** The interest charge on your monthly statement is calculated separately for purchases and cash advances. We will not charge you any interest on purchases and other charges if we receive your payment for the full balance on the statement on which the purchases and other charges first appear, by the payment due date printed on your statement. If we do not receive your full payment by the due date, we will charge interest at our then current annual rate on each purchase and other charges from the posting date of the transaction to the date it is paid in full. This is calculated for the current billing cycle using the Two-Cycle Average Daily Balance Method. Monthly calculated interest may be subject to a minimum charge. If your payment is late we may, at our discretion, charge you a higher interest rate until such time as your Account has been maintained in good standing for a period of time that we deem appropriate. Up to two full business days are required to process most payment methods. Payments made through Butterfield Online Banking, or an ATM are processed the next business day if made before the cut-off time advised to you when you make the payment. Only Butterfield cheques will be accepted for direct payment to credit cards, all other Bank cheques are not accepted.

Charging interest on cash advances. In this section, reference to “Daily Balance” and “Average Daily Balance” (ADB) relates to balances on cash advances. “Statement Cycle” refers to the number of days between one statement date and the next statement date. If you use the Card to obtain a cash advance, we will charge you interest on each transaction from the date the transaction is posted to the date it is repaid in full. Interest is calculated on your cash advances daily and posted to your Account monthly on the date your statement is produced. Interest is calculated using the daily revolving variable method. The Daily Balance is calculated by taking the beginning balance of cash advances, adding any new cash advances and debit adjustments related to cash advances made during the current billing cycle, and subtracting any payments or credit adjustments applied to cash advances. The ADB is calculated by dividing the total of all Daily Balances in the current Statement Cycle by the number of days in the current Statement Cycle. The resulting ADB amount is multiplied by the annual interest rate, then divided by 365, then multiplied by the number of days in the current Statement Cycle to give this month’s interest charge.

**Charging interest on retail purchases and other charges.** In this section reference to “Daily Balance” and “Average Daily Balance” (ADB) relates to balances on purchases and other charges. “Statement Cycle” refers to the number of days between one statement date and the next statement date. Interest is calculated on your purchases and other charges daily and posted to your Account monthly on the date your statement is produced. Interest on purchases and other charges for the current billing cycle is calculated using the Two-Cycle Average Daily Balance Method. The Daily Balance is calculated by taking the beginning balance of purchases and other charges on your Account, adding any new purchases, debit adjustments for purchases and other charges as of the date the transaction was posted, and subtracting any payments or credit adjustments applied to purchases and other charges. The ADB is calculated by dividing the total of all Daily Balances in the current Statement Cycle by the number of days in the current Statement Cycle. The resulting ADB amount is multiplied by the annual interest rate, then divided by 365, then multiplied by the number of days in the current Statement Cycle to give this month’s interest charge. If last month’s balance was paid in full, new purchases on the current statement are excluded from the current ADB, but will be included in next month’s interest calculation if the current statement balance is not paid in full by the payment due date.

**Delinquency interest rates.** If your payment is late we may, at our discretion, charge you a higher interest rate until such time as your Account has been maintained in good standing for a period of time that we deem appropriate. The delinquency rate will take effect and apply to new and outstanding purchases and advances. In addition, any introductory or promotional rate will be changed to a delinquency rate upon the occurrence of an Adjustment Event. An Adjustment Event occurs whenever a minimum payment is sixty (60) calendar days past due.

**Telling us about inaccuracies in your statement.** If your statement contains any inaccuracies, you must tell us within 30 days of the date of the statement. If you do not receive your statement within 30 days of the date of the statement, you must inform us promptly in writing of such non-receipt. Unless we have received a notice of non-receipt at the expiration of 30 days, except as to any inaccuracies that have been notified to the Bank, it shall be settled conclusively between the Bank and you that the statement contains no inaccuracies.

**Applying a credit voucher.** If a merchant or business issues a credit voucher, we will reduce your debt by the amount of the voucher when we receive it.

**Settling disputes.** If a dispute arises about a transaction for which you used your Card, you must settle it directly with the merchant or business concerned. You agree to indemnify the Bank in respect of all claims arising from any such dispute with or by the merchant or any third party.

**Changing your address.** You, as the Main Cardholder, will inform us in writing if you change your mailing and/or residential address in Bermuda.

**Change of address outside Bermuda.** In the event you are no longer resident in Bermuda this change will necessitate a review of the continued operation of your Butterfield Mastercard® Credit Card. You will be required, as the Main Cardholder, to notify us within 14 days of your impending change of address.

**Repaying the amounts you owe.** When you use the Card or allow others to use it, you incur a debt. Interest, service charges and fees that we charge you under this Agreement will be added by us to your debt and will form part of your debt. You agree to repay the debt to the Bank.

**Making a minimum monthly payment.** If you do not repay your debt in full by the due date stipulated on your statement, you agree to make at least a minimum monthly payment. The minimum monthly payment will be a percentage of the balance of your monthly statement, subject to a minimum amount, any over-limit amount, plus any past due amount. You can find a complete schedule of rates informing you of the minimum monthly payment and all related credit card fees on our website. Note: If you do not make the minimum payment you will be subject to a monthly late payment service charge. Payments can be made at any Banking Centre, or through any alternative payment channel offered by Butterfield in Bermuda, including the Bank's ATMs, Butterfield Online Banking and Butterfield Mobile Banking. To make payments at an ATM you will require a Butterfield Debit Card or ATM card. Up to two full business days are required to process most payments, depending upon the channel used. Payments made through an ATM, Butterfield Online Banking and Butterfield Mobile Banking are processed the next business day if made before the cut-off time advised to you when you make the payment. Only Butterfield cheques will be accepted for direct payment to credit cards, all other Bank cheques are not accepted.

**Making payments when mail service is disrupted.** Even when normal mail service is disrupted, you must continue to make payments. If appropriate, we will tell you where to do so, and where to pick up your statement, by advertising on radio or television or in the newspapers. Your statement will be deemed to have been delivered to you on the day it is available for you to pick up, whether or not you do so. For cardholders who no longer receive paper statements in the mail but do so electronically, our statement will be deemed as delivered when it is uploaded to your online banking credit card page.

**Applying your payments.** We apply your payments first to any unpaid interest charges, then to any billed service charges, and then to any previously billed cash advances. Next, we apply them to any billed purchases on which interest is payable and then to billed purchases to which interest is not payable. Next, we apply the payment to unbilled cash advances and then to any unbilled purchases.

**Requiring you to pay your total debt.** You or your estate will become liable to pay your total debt immediately, without any notice or demand from us, if you do not carry out your obligations under this Agreement; if you become bankrupt or insolvent, or die, or upon legal attachment, levy or execution against you, your estate or your property; or if any Card or PIN is used contrary to this Agreement. You authorise us to charge any of your Accounts with us or any of our subsidiaries for any amounts due under this Agreement, notwithstanding that all or part of the monies held to your credit may have been deposited for a fixed period which may not have expired, or be in a different currency.

**Payment of costs and expenses.** Should it be necessary for the Bank to enforce its rights hereunder in any legal action, you will reimburse the Bank for all costs and expenses including reasonable attorney's fees incurred as a result of such legal action.

**Personal use.** You agree that the Credit Card may only be used for personal, household or family purposes. It is not intended to be used for business purposes under any circumstances. It is not to be used to buy real estate.

**Other Cardholder services and products.** You understand that optional services may be available to you at an additional cost. Further, you understand that all services available with the Card may be governed by separate agreements or authorisations by which you agree to be bound. You also understand that some of these services are supplied by firms independent of the Bank and that the Bank shall not have any responsibility or liability with respect to such services. To the extent that any other Cardholder services and products may be provided by us, any such services and products.

**Interest rates, service charges, penalty fees and our annual fee.** You can find details about current prevailing interest rates, service charges, penalty fees and the annual fee on our website. The annual fee will appear on your first monthly statement and is not refundable. In subsequent years, annual fees are charged on the anniversary statement each year. We will advise you by statement message and on the Bank's website details of any changes to any of these rates or amounts.

Note: All rates are subject to change without prior notice.

#### **Limitations**

Transactions in Countries, Territories, Individuals, or Entities that are subject to economic sanctions administered and enforced by the U.S. department of treasury's office of Foreign Asset Control (OFAC) will be denied. A complete list is published on our website.

**Cancelling this Agreement.** You can cancel this Agreement by informing us in writing that you want to do so and returning the Card to us. We, too, can cancel this Agreement by informing you in writing. We can also cancel your Card with or without notice. The Card is always our property and you are required to give them back to us, or someone acting on our behalf when requested. If either of us cancels this Agreement, you still have to pay your debt and any other amounts you owe us in full.

**Unenforceability of certain parts of this Agreement.** If any part of this Agreement shall be held invalid, illegal or unenforceable, the validity, legality or enforceability of the remainder of this Agreement shall not in any way be affected or impaired.

**If we change this Agreement or the services we offer.** We can unilaterally change this Agreement or the services that are available with this Card without prior notice. We may assign this Agreement or our rights hereunder without notice to you.

**Disclosure of information.** We may give details of your Credit Card Account or your name and address to anyone if: The law says we must; we have a public duty to do so; this is necessary to protect our interests; or you ask us to provide details to someone else (for example, by signing an application form that includes an appropriate declaration).

We may also give credit reference agencies information about your Credit Card Account. In the event that we need to forward Account information to third-party data processors located outside of Bermuda, you acknowledge the need for such commercial arrangements and authorise this to occur.

By using this Card, you consent to and authorise any such disclosure.

The Bank shall not become liable for distribution of any such information or because of its being inaccurate or incomplete. We may assign our rights under this Agreement without prior notice to you.

# Credit Card Application

## Sections shown in bold are mandatory

Application for (please indicate)  VISA Classic  Mastercard Standard

How did you learn about Butterfield credit cards?

Radio  Newspaper  Online/Social Media  Employee recommendation  Other (please state) \_\_\_\_\_

**TELL US ABOUT YOURSELF** (BOLD type indicates mandatory information)

Mr.  Mrs.  Ms.  Miss

First name \_\_\_\_\_ Middle name \_\_\_\_\_ Last name \_\_\_\_\_

ADDRESS: Street no. & name \_\_\_\_\_ Parish \_\_\_\_\_ Postal Code \_\_\_\_\_ No. of years \_\_\_\_\_

Previous address (if less than two years at current address): \_\_\_\_\_ Parish \_\_\_\_\_ Postal Code \_\_\_\_\_ No. of years \_\_\_\_\_

Mailing address (if different than the address above): \_\_\_\_\_

Home number \_\_\_\_\_ Work number \_\_\_\_\_ Cellular number \_\_\_\_\_ E-mail address \_\_\_\_\_

Birth date  \_\_\_\_\_ Mother's maiden name (for ID purposes) \_\_\_\_\_

Nationality  BERMUDIAN  YES  NO \_\_\_\_\_ Other (please specify) \_\_\_\_\_ Social Insurance Number \_\_\_\_\_

Name of nearest relative or friend (not living with you) (for ID purposes) \_\_\_\_\_ Telephone number \_\_\_\_\_

Residence  Rent  Own  (Live with) Relatives \_\_\_\_\_ Monthly rent/Mtg. payments \_\_\_\_\_ Balance owing \_\_\_\_\_ Property value \_\_\_\_\_

Name, address of mortgage holder or landlord \_\_\_\_\_ Telephone number \_\_\_\_\_

## WHERE DO YOU WORK?

Name, address of your present employer \_\_\_\_\_  Retired \_\_\_\_\_ Business telephone number \_\_\_\_\_

Full time  Part time  Self-employed  Seasonal \_\_\_\_\_ Occupation \_\_\_\_\_

Time with Company  
Yrs. \_\_\_\_\_ Mths. \_\_\_\_\_ Salary \_\_\_\_\_ \$  
 Annual  Monthly  Weekly

Other income (alimony, child support, rent, investments, etc.) \_\_\_\_\_ \$  
 Annual  Monthly  Weekly

Name, address of your previous employer (if less than two years at current employer) \_\_\_\_\_ Business telephone number \_\_\_\_\_

Full time  Part time  Self-employed  Seasonal \_\_\_\_\_ Occupation \_\_\_\_\_

Time with company  
Yrs. \_\_\_\_\_ Mths. \_\_\_\_\_ Salary \_\_\_\_\_ \$

## REQUIRED DOCUMENTATION

Please complete this checklist and attach a copy of all applicable documents to the application form.

- Current passport  Salary confirmation (letter from employer or pay stub)  
 Work permit/Permanent resident certificate (if applicable)  Contract of employment (if applicable)  Current utility bill

## TELL US ABOUT YOUR FINANCIALS

Total net worth  BANKERS  Name and address of previous bankers

Type of Accounts  Account Numbers (use separate sheet if necessary)

ASSETS	LIABILITIES	CREDITOR	OUTSTANDING AMOUNT	MONTHLY PAYMENT
<input type="checkbox"/> Chequing	<input type="checkbox"/> Loans			
<input type="checkbox"/> Savings	<input type="checkbox"/> Loans			
<input type="checkbox"/> Time Deposit	<input type="checkbox"/> Loans			
<input type="checkbox"/> Time Deposit	<input type="checkbox"/> Credit Card			
<input type="checkbox"/> Investment Account	<input type="checkbox"/> Credit Card			
<input type="checkbox"/> Loans	<input type="checkbox"/> Credit Card			
<input type="checkbox"/> Other Accounts	<input type="checkbox"/> Charge Account			
<input type="checkbox"/> Butterfield Card	<input type="checkbox"/> Charge Account			

## PAYMENT

REQUESTED CREDIT LIMIT \$  Card Payment to be made in  US dollars  Bermuda dollars

Auto-Payment  YES  NO  Minimum payment  Total balance  Fixed amount

From Butterfield Acc #

If there are three consecutive months without sufficient funds for payment, auto-payment will be removed.

Card to be  Mailed  Pick up at  Reid Street  Somerset  St. George's

## BALANCE PROTECTION PROGRAMME (optional for Standard and Gold cards – included with Platinum card)

Would you like to insure your card balance?  YES  NO (cost \$0.28/\$100 balance)

I understand that to be eligible for coverage I must be a minimum of 18 years of age and under 65 and that my coverage will be bound by the terms stated in the insurance policy issued by Freisenbruch-Meyer Insurance Ltd. I authorise the applicable monthly premiums to be charged to my Credit Card Account for the coverage provided by the Balance Protection Programme. This authorisation will continue until cancelled by my notification to The Bank of N.T. Butterfield & Son Limited. Charges will begin after processing of this application form has been completed.

## SUPPLEMENTARY CARDHOLDER ONE

Mr.  Mrs. First name  Middle name  Last name  Relationship to applicant  Signature   
 Ms.  Miss.

## SUPPLEMENTARY CARDHOLDER TWO

Mr.  Mrs. First name  Middle name  Last name  Relationship to applicant  Signature   
 Ms.  Miss.

## SUPPLEMENTARY CARDHOLDER THREE

Mr.  Mrs. First name  Middle name  Last name  Relationship to applicant  Signature   
 Ms.  Miss.

I hereby certify the above information to be true and complete. If this application is accepted by The Bank of N. T. Butterfield & Son Limited (the Bank), I request that the Credit Card be issued to me as designated above. I hereby authorise and consent to the Bank obtaining further information about me and checking the information I have given here and exchanging information about me with other financial institutions. I agree to read and be bound by the Cardholder Agreement. I authorise the Bank to charge my Credit Card Account with the amount of the annual fee(s) in effect from time to time for the Card.

Customer name:  Customer signature:  Date:  DD/MM/YY

Clients and other individuals have certain rights with respect to the data held by Butterfield. The details of the individual rights, as well as how we handle the data provided to us, can be found in our Privacy Statement which can be obtained from [www.butterfieldgroup.com](http://www.butterfieldgroup.com) or by contacting [LICBermuda@butterfieldgroup.com](mailto:LICBermuda@butterfieldgroup.com).

Bank use only  Approved Limit: \$

Not approved

Officer's Signature:

Manager's Signature:





**VISA**



**BUTTERFIELD**

The Bank of N.T. Butterfield & Son Limited  
65 Front Street  
Hamilton, Bermuda

[butterfieldgroup.com](http://butterfieldgroup.com)  
(441) 295 1111



**BNTBRETBR022  
02/2023**

The Bank of N.T. Butterfield & Son Limited is licensed to conduct banking business by the Bermuda Monetary Authority.