

# FlexLimit FAQs

## **Who does this campaign impact?**

All Butterfield credit card holders.

## **What is a credit card limit?**

Your Card has a set credit limit that we provide you with once your Card application has been approved.

If you try to make a purchase or cash advance that would take you over your credit limit, we may either decline the transaction or approve it for you. When we approve it, your balance will go "over the limit".

## **What is this campaign?**

FlexLimit is a new, optional service offered by Butterfield that allows cardholders to continue to go beyond their credit card limit as needed.

We have always allowed clients in good standing to temporarily exceed their credit limit by up to 20% (for a fee), but this automatic benefit is set to disappear on March 25, 2026. Due to new government regulations, cardholders will need to opt in to keep this feature active on their card.

If clients don't make their choice by 25 March, 2026 they will be automatically opted out.

## **What is the benefit of opting in for cardholders?**

- Convenience: No interruptions when it matters
- Confidence: A safety net for unexpected expenses
- Stay in control: Avoid declined transactions at checkout

For those who opt in to our new FlexLimit agreement, card transactions will still be approved even if a transaction exceeds their credit limit, and the over-the-limit fee will still apply, as it does today.

## **How long will this campaign last?**

Timeline to make a decision before being automatically opted out: now until 25 March, 2026.

All clients who make their choice (opt in or opt out), by 20 February, 2026 will be entered into our Million Mile Giveaway, where 1 cardholder will receive 1,000,000 AAdvantage Miles or British Airways Avios and 10 additional cardholders will be rewarded with 100,000 AA Miles or BA Avios.

Timeline to be entered into the Million Mile Giveaway: now until 20 February, 2026.

## **How will cardholders be contacted?**

They will receive an email from [bermudacardoperations@butterfieldgroup.com](mailto:bermudacardoperations@butterfieldgroup.com). They may also receive subsequent emails and/or a follow-up call if they do not make a decision via email.