

# Important update for uncollected VISA Debit Cards



RBC is constantly improving to bring the best solutions and innovative services to our clients. We now have exciting news to share about upgrades to your RBC client card.

## What will change?

In the coming weeks, we will be replacing your current client card with a **RBC Royal Bank™ Visa® Debit Card**. Your new RBC Visa Debit Card is accepted at millions of locations across the globe, providing you with on-the-go access to your RBC chequing or savings account.

Your new card will offer you the following benefits:

- Pay for purchases quickly and securely at any merchant that accepts Visa in person, online or by telephone or mail order.
- Get cash at ATM machines wherever the Visa or PLUS<sup>®</sup> symbols are displayed.
- Make purchases with funds directly debited from your RBC chequing or savings account.

For more detail on the RBC Visa Debit Card we encourage you to check out our website at [www.rbc.com/caribbean/debit-cards](http://www.rbc.com/caribbean/debit-cards)

## What happens next?

Your new RBC Visa debit card can be collected from **November 4, 2020 onwards** at the **branch where you collected your current client debit card**. All **Client Debit Cards** will continue to work until **January 31, 2021**. Pick up your new card today and start enjoying convenient and secure payments with your new RBC Visa Debit Card.

Make sure to walk with the following documents:

- Two (2) forms of current photo identification (Passport, Driver's License or National ID Card)
- A recent utility bill (for verification of your home address)

If you are not sure where to collect your new Debit Card, please contact our **Advice Centre at 1-888-847-5803** and they will be happy to assist you. Your safety is a priority and we request that you to adhere to the health and safety protocols when visiting the branch.

## Important to know

The terms and conditions and fee structure governing this RBC Visa Debit Card in the Visa Debit Agreement, the Disclosure Statement and the Benefits Guide are available at [www.rbc.com/caribbean/debit-cards](http://www.rbc.com/caribbean/debit-cards). They will also be included in your package when you collect your new RBC Visa Debit Card. We encourage you to review these documents at your convenience prior to collection, since there are important changes when compared with your current client card.

## Have questions?

If you have further questions, please call our Advice Center at 1-888-847-5803 for assistance.

Thank you for being a valued client of RBC.