



### RBC Royal Bank Prepaid Card Application Form

New  Reload

Card Serial Number  Date

Title: / Mr / Mrs / Miss /

First name:  Initial:  Last name:

Address line 1:  City:

Address line 2:  Zip/Postal code:

State (for United States):  Parish/Province (for non US countries) :

Country:

Home telephone:  Cell phone:

E-mail address:

Customer number:  Government ID:

Mother's maiden name:  Birthday: DD/MM/YYYY

Amount:

Customer's RBC Royal Bank Account #:

"I/we warrant that the information given herein on this Application is true and correct. I/we also duly acknowledge receipt of the Prepaid Card Agreement in respect of this Application and have read and understand the terms and conditions of same and agree to be bound by said terms and conditions."

**Bank use only**  
Payment received \$   
Purpose:   
Commission:  Initials:

Customer's signature      Prepared by      Authorized by

Date:

# RBC Royal Bank Prepaid Card Agreement - Terms & Conditions

## TERMS USED IN THIS AGREEMENT

“Card” means the RBC Royal Bank™ Visa® TravelMoney® card.

“Bank”, “We”, “Us” or “Our” means RBC Royal Bank (Barbados) Limited.

“You”, “Your” or “Cardholder” means the person for whose use the Card is issued by RBC Royal Bank (Barbados) Limited.

“Account” means the account in Your name, maintained by the Bank in relation to the Card.

“PIN” means the confidential Personal Identification Number for your Card.

“Summary of Charges” means your written statement of the service fees and other charges for the Account set out in a document accompanying your Card at the time of issue and in any other document or statement we may send to you from time to time.

Please read the following carefully and keep for your records. This Agreement sets out the terms that apply when you use your Card. By purchasing, receiving, signing the back of and/or using the Card, you agree to be bound by the Terms and Conditions of this Agreement.

### 1. About Your Card:

This Card is a prepaid card that gives you access to your funds wherever Visa branded cards are accepted. The Card accesses a special prepaid payment facility you have opened by delivering funds to the Bank for use with this Card. The Card is not linked to nor does it access in anyway, any chequing or other accounts at the Bank. The Card is not a credit card. You will pay no interest on transactions or balances made on the Card and such balances are not insured. The Card has a maximum value of the amount of funds loaded on the Card or reloaded as appropriate. You may purchase a Card for a minimum load value of BBD \$100.00 where the maximum load amount is determined by the Exchange Control Regulations of Barbados and the Bank. When you use the Card, the amount of any purchase or cash withdrawal will be deducted from the Card and its value will be reduced. You may only use the Card when there is a balance remaining after deducting all previous purchases you have made from the amount of the original value of the Card and then only up to the amount left on the Card. The Card is reloadable and can be reloaded at select branches of the Bank.

### 2. Age.

You affirm that you are 18 years of age or older.

### 3. Using Your Card.

#### a. Things To Do Before You Use Your Card

- **Signature of Cardholder.** You must sign the back before you can use the Card.

#### b. Use of the Card

**(1) By Signature at Merchants.** To pay for purchases at merchants who display the Visa logo, and have agreed to accept the Card. You must sign the sales receipt to complete the transaction.

**(2) By Automated Teller Machine (ATM).** You may use the Card together with the PIN that you received or created to execute a transaction at any of the Bank’s ATMs or other teller machines designated by the Bank from time to time. You agree to indemnify the Bank for any malfunctioning of any ATM used and shall use these at your own risk. You can also access cash from other ATMs displaying the Visa and/or Plus® logos as well as from any bank that accepts Visa credit cards. For these transactions, cash withdrawal fees and/or ATM access fees maybe incurred which should be disclosed before the transaction is completed. You should commit the PIN to memory and destroy any written record of the PIN. Until that is done, you must keep any written record of the PIN separate from the Card at all times and will not disclose the PIN to anyone. You will be liable for access to the Account resulting from non-adherence hereto.

**(3) By Bank.** You may withdraw cash from any bank that accepts Visa cards. The maximum amount allowable for cash withdrawals from over the counter is USD \$250.00 per day. For these transactions, cash withdrawal fees or cash advance fees maybe incurred which should be disclosed before the transaction is completed.

**c. Personal and Non-transferable.** The Card may be used only by you and is non-transferable. Please do not give your Card to anyone else.

**d. Reloadable.** The Card is a reloadable card; funds may be added after the initial load with a minimum amount of BBD \$100.00. The maximum reload amount is determined by the Exchange Control Regulations of Barbados and the Bank. The card can be reloaded until the ‘Good-Thru’ date indicated on the front of the card.

**e. Point of Sale Use and Hold Periods.** When you use the Card to obtain goods or services at a merchant location, the merchant may attempt to obtain pre-authorization from the Card for the transaction. A ten-day hold may be placed on the Card for the amount of the pre-authorization request, which means those funds may not be used for any other purpose during the hold period. If the pre-authorization request varies from the amount of the actual transaction, payment of the transaction may not remove the hold, which may remain on the funds in the payment facility associated with the Card until ten days have expired.

**f. Purchases and Cash Advances made without a Card.** If You sign a sales or cash advance draft or give the Card number to make a purchase or obtain a cash advance without presenting the Card, the legal effect shall be the same as if the Card was used by you and a sales or cash advance draft was signed by you.

**g. Purchases That Exceed the Value of the Card.** If the amount of your purchase is greater than the amount available on your Card, the difference can be paid with another form of payment, depending on the policy of the merchant. Any transaction attempted for more than the amount available on the Card will be declined. Therefore, you must know the amount available on your Card and inform the merchant to process the transaction in that amount. However, if some system malfunction allows a transaction to be authorised for an amount greater than the value of Card, the Bank reserves the right to charge an applicable fee and to recover the amount that exceeded the balance on the Card.

**h. Foreign Currency Transactions.** If you use your Card for a transaction which is of a currency other than the currency of the Card, then that transaction will be converted to the currency of the Card. The conversion will be pursuant to Visa’s regulations in effect. The conversion rate selected is determined from (i) a range of rates available from wholesale currency markets for the applicable central processing date and/or (ii) Government mandated rates in effect for the applicable central processing date. Visa may charge to the Bank, international service fees and currency conversion fees. Accordingly, the Bank may apply a related international service fee to the Account, as may be determined by the Bank from time to time. The Bank will not assume any risk associated with foreign currency exchange gains or losses from currency conversions, resulting from the Cardholder’s use of the Card.

**i. Replacement for Damaged Cards.** A replacement Card can be issued for the value remaining on any damaged Card and the original Card will be cancelled. There is a replacement Card service charge of which you will be advised. This service charge will be deducted from your remaining balance at the time a replacement Card is issued as outlined in the Summary of Charges.

**j. Recurring Transactions.** You may NOT make any recurring transactions with your Card (standing orders).

**k. Fees and Other Charges.** Subject always to Clause 3(l) below, you agree and understand that (i) the owners of ATMs or other networks may impose an additional charge to use their machines (ii) An overdraft fee will be assessed to the Card for purchases or transactions in excess of the available Card balance (iii) Should a disputed card use or purchase prove to be valid, a chargeback fee will be assessed to the Card (iv) International transaction fees maybe applied for transactions not in the currency of the Card. The applicable fees are all listed in the Summary of Charges.

**l. Fee Changes.** You will pay us such fees and charges, as we may determine from time to time as outlined in the Summary of Charges. We may in our sole discretion at any time change our fees and charges upon at least thirty (30) days’ prior notice to you.

#### 4. How to Obtain Your Card Balance or Obtain Information on Transactions Previously Made.

To check your Card balance or to get a summary of the transactions you have made, call RBC Royal Bank Customer Service Department at telephone number **(246) 431-2500 or toll free from outside Barbados 1-888-847-5803**. You will receive a copy of the sales slip at the merchant for each transaction you make. You will not receive a monthly statement, however balances can also be accessed via the ATM for a fee as set out in the Summary of Charges.

#### 5. Theft, Unauthorized Use or Loss of Your Card.

**a. Authorized Use of Card.** You are responsible for all authorized uses of your Card. Your Card is a prepaid card and is not protected by laws covering credit or debit cards. Cardholder agrees to immediately notify the Bank if any card is lost, stolen or is used without Cardholder's authority, or if the PIN assigned to Cardholder is disclosed in breach of the terms of this agreement. If this information is given orally, it must be confirmed in writing with 48 hours. Until notification of the loss, theft or unauthorized use of such a Card or disclosure of the PIN has been received in writing by the Bank, Cardholder shall be liable for all indebtedness incurred through use of the Card and of the PIN where applicable.

**b. What to Do If You Believe Your Card is Stolen or Lost.** Contact us IMMEDIATELY if you believe the Card has been stolen or has been used without your authorization. If you believe that the Card has been lost or stolen, please call our **Customer Service Department at (246) 431-2500 or toll free from outside Barbados 1-888-847-5803**.

#### NOTE: THE BANK NEEDS THE CARD NUMBER TO BLOCK THE CARD

Generally, a replacement Card or a refund will be issued for the value remaining on the Card. The original Card will be cancelled. After ten (10) business days you will be notified of the remaining balance and may opt for a replacement Card or a refund to the value of the remaining funds. A Card replacement fee will be deducted from your remaining balance at the time the replacement Card or refund is issued as set out in the Summary of Charges.

**c. What to Do If You Believe There Have Been Unauthorized Transactions.** You should follow the same steps that you would if the Card was stolen.

#### 6. The Following Notice Contains Information About Your Right to Dispute Errors.

**a. What To Do About Suspected Errors.** In case of errors or questions about transactions on the Card, contact us at the Customer Service Department, as soon as you can,

**b. Confirmation of Inquiry In Writing.** If you notify us orally, we require that you send us your complaint or question in writing within two (2) business days.

**c. Results of Our Inquiry.** We will inform you of the results of our investigation within ten (10) business days after we receive your written complaint or question and will correct any error promptly. The Bank reserves the right, however, to a forty-five (45) calendar day period to investigate your complaint or question.

**d. What Happens If We Believe No Error Occurred?** If our investigations reveal that there was no error, we will provide you with an explanation within three (3) business days, after we conclude our investigation.

**e. Disputes with Merchant/Responsibility for Service.** The Bank shall not be responsible for goods or services acquired through use of the Card and shall not be liable if the Card is not honoured or the Account cannot otherwise be used at any time or the Bank is unable to perform its obligations due directly or indirectly to the failure of any machine, data processing system or transmission link or to any cause outside the control of the Bank, its agents, servants or sub-contractors or Visa. All claims and any disputes arising from any transaction involving a Card or other use of the Account shall be settled directly between the merchant who provided the goods or services and the Cardholder. In the case of such disputes, the Bank shall remain fully indemnified by the Cardholder in respect of any and all claims arising therefrom whether by the merchant or any third party.

#### 7. Validity of Your Card.

**Period Your Card is Valid, Reissue of Card or Reclaiming Unused Funds.** Your Card will be valid for use until the "Good-Thru" date shown on the front of your Card.

Generally, this Card expiry date will be two years from the purchase date. We encourage you to use the entire balance amount before the "Good-Thru" date shown on the Card. However, if at the end of the "Good-Thru" date there remains any unused balance and you present the Card at an RBC Royal Bank (Barbados) Limited branch, we will reissue a new Card to you in an amount equal to the remaining balance or issue a cheque to you for the amount of the remaining balance. There is a Card replacement fee as outlined in the Summary of Charges. This fee will be deducted from your remaining balance at the time the replacement Card or refund is issued. Any transactions that are attempted after the "Good-Thru" date printed on the face of the Card will be declined.

#### 8. Shortage on Card Balance.

If for any technical reason / system malfunction a transaction occurs despite insufficient funds on the Card, creating a negative / debit amount, you shall reimburse the shortage amount to us upon request. We reserve the right to charge an overdraft fee as set out in the Summary of Charges and to settle and adjust all moneys whether or not owing by us to you, with all moneys owing by you under present and future obligations and liabilities to us.

#### 9. Consent of Disclosure.

##### Collecting Customer information

The Bank may from time to time collect financial and other information about you such as:

- information to establish and maintain the banking relationship with you;
- information establishing your identity (for example, name, address, phone number, date of birth, etc.) and background;
- information related to transactions arising from your relationship with and through the Bank, and from other financial institutions;
- information you provide on an application for any of the Bank's products and services;
- information for the provision of products and services; and
- information about financial behaviour, including payment history and credit worthiness.

The Bank may collect and confirm this information during the course of its relationship. The Bank may obtain this information from a variety of sources, including from you, from service arrangements you make with or through the Bank, from credit reporting agencies, credit bureaux and financial institutions, from registries, from references you provide to the Bank and from other sources, as is necessary for the provision of its products and services.

You agree that from time to time reports about you may be obtained by the bank from credit reporting agencies or credit bureaux.

##### Using Customer Information

This information may be used from time to time for the following purposes:

- to verify your identity and investigate your background;
- to open and operate your account(s) and provide you with products and services you may request;
- to better understand your financial situation;
- to determine your eligibility for products and services the Bank offers;
- to help the Bank better understand the current and future needs of its clients;
- to communicate to you any benefit, feature and other information about products and services you have with the Bank;
- to help the Bank better manage its business and your relationship with the Bank;
- to maintain the accuracy and integrity of information held by a credit reporting agency or credit bureaux; and
- as required or permitted by law.

For these purposes, the Bank may:

- make this information available to its employees, agents and service providers, who are required to maintain the confidentiality of this information;
- share this information with other financial institutions; and
- give credit, financial and other related information to credit reporting agencies or credit bureaux who may share it with others.

If the information is used or shared with a person, including but not limited to service providers, in another jurisdiction, the information will be subject to and may be disclosed in accordance with, the laws of such jurisdiction.

Upon your request, the Bank may give this information to other persons.

The Bank may also use this information and share it with Royal Bank of Canada and other RBC companies (defined below) (i) to manage its risks and operations and those of Royal Bank of Canada and other RBC companies and (ii) to comply with valid requests for information about you from regulators, government agencies, public bodies or other entities who have a right to issue such requests.

You understand that the Bank and RBC companies are separate, affiliated corporations. RBC companies include its parent companies, affiliates and subsidiaries wherever located, which are engaged in the business of providing any one or more of the following services to the public: deposits, loans and other personal financial services; credit, charge and payment card services; trust and custodial services; securities and brokerage services; and insurance services.

If the Bank has your relevant tax number, the Bank may use it for tax related purposes if you hold a product generating income and share it with the appropriate government agencies, and the Bank may also share it with credit reporting agencies as an aid to identify you.

#### **Other Uses of Customer Information**

- The Bank may, where not prohibited by law, use this information to promote its products and services, and promote products and services of third parties the Bank select, which may be of interest to you. The Bank may communicate with you through various bank channels, including telephone or email, using the contact information you have provided.
- The Bank may also, where not prohibited by law, share this information with RBC companies for the purpose of referring you to them or promoting to you products and services which may be of interest to you. The Bank and RBC companies may communicate with you through various bank channels, including telephone or email, using the contact information you have provided. You acknowledge that as a result of such sharing they may advise the Bank of those products or services provided.
- If you also deal with RBC companies, the Bank may, where not prohibited by law, consolidate this information with information they have about you to allow the Bank and any of them to manage your relationship with RBC companies and its business.

#### **Access to Customer Information**

You may obtain access to the information the Bank holds about you at any time and review its content and accuracy, and have it amended as appropriate; however, access may be restricted as permitted or required by law. To request access to such information and to ask questions about our privacy policies and you may do so now or at any time in the future by contacting your branch.

#### **The Bank's Privacy Policies**

You may obtain more information about the Bank's privacy policies by visiting the Bank's website at [www.rbc.com/privacysecurity](http://www.rbc.com/privacysecurity).

#### **10. Impermissible transactions.**

The Card issued on the Account may only be used and directed by you. You agree not to use the Account and/or the Card in any manner, for any illegal, improper or unlawful purpose. You acknowledge and agree that the Bank reserves the right to prevent the Account and/or the Card from being used for certain types of transactions as determined by us, including but not limited to, transactions connected to internet gambling.

#### **11. Cancellation.**

- Issuer and Owner.** Your Card is issued and owned by the Bank. The Card will remain our property. We may, at any time, for any or no reason, terminate this Agreement and/or temporarily or permanently suspend your right to use the Card and have you return the Card to us. You will receive a refund for the value remaining on the Card. We will remit the balance by cheque or credit any account that you maintain with the Bank.
- Restraint or discontinuance.** We reserve the right to freeze or close the Account and/or discontinue the use of the Card at any time with or without notice to you, as appropriate, if required by law; or if we have reasonable grounds to believe that you did or may commit fraud, use the Account and/or the Card for any unlawful or improper purpose or operate the Account and/or the Card in a manner that it is not in keeping with the law; or if you violate the terms and conditions of any agreement applicable to the Account or any Account related services or the Card. The Bank may also freeze or close the Account and/or discontinue the use of the Card if you are a victim of fraud or identity theft in order to prevent future losses.
- Change in the Program.** We reserve the right to discontinue the RBC Royal Bank Visa TravelMoney programme at our discretion. We further reserve the right to add to or amend these Terms and Conditions at any time at our discretion upon at least thirty days' notice to you. Notice of additional or amended terms and conditions may be given to you through notice in our branches, and may also be given through, but not limited to, notices in our transaction print-outs, ATM screens or on our public internet sites. Your continued use of one or more accounts maintained with us, or any of our services as provided for in this Agreement after the effective date of any such amendment shall constitute for all purposes your acceptance of such amendment.

**12. Refunds.** If you are entitled to a refund for any reason for goods or services obtained with the Card, you agree to accept credits to your Card in place of cash.

#### **13. Questions or Concerns.**

If you have any questions concerning the Card, please contact us at telephone number **(246) 431-2500 or toll free from outside Barbados 1-888-847-5803**.

14. This Agreement contains your continuing consent and agreement and shall extend to and be binding upon the parties hereto and their respective heirs, executors, administrators, successors and assigns as permitted herein and shall enure to the benefit of the Bank and its successors and assigns. You shall not be entitled to transfer or assign all or any of your rights, benefits or obligations under this Agreement without our prior written consent (and/or any of our affiliates where necessary). We may at any time without your prior approval or consent transfer or assign all or any of our rights, benefits or obligations under this Agreement to any of our affiliates or any other person. We may disclose to potential or actual transferees or assignees, confidential information regarding you, (including any such information provided by you to us) and we shall not be liable for any such disclosure