

RBC Visa Debit Card | FAQ



Q1: When can I pick-up my new RBC Visa Debit Card?

A: To minimise waiting time, personal banking clients can collect their new Visa Debit Card in the designated window based on the first letter of your surname. The designated timeframes can be found in the pick-up schedule on this webpage under “Important Information”.

The schedule will be updated on a monthly basis and communicated through our branches, online and through several media outlets.

Q2: Where can I pick-up my new RBC Visa Debit Card?

You can collect your card at the branch where your current debit card was issued – If you are unsure which branch this is, contact our Advice Centre at 800-1RBC (722) and they will be happy to provide you with this information.

When picking-up your card, please join our priority line at the branch, dedicated to card collection.

Q3: What should I bring when I pick-up my new RBC Visa Debit Card?

A: When collecting your new RBC Visa Debit Card, you should bring one (1) valid form of government-issued photo identification (i.e. a passport or a drivers’ licence). In case your address has changed, please also bring a document for verification of your home address (i.e. a recent utility bill).

When picking-up your card, please join our priority line for Visa Debit Card at the branch, dedicated to card collection.

Q4: Do I have to come to the branch to pick-up my new card?

Yes, you are required to visit the branch where your current debit card was issued in order to collect and PIN your card. Rest assured, your safety is our key priority and all safety and health protocols will be adhered to while you visit our branch.

When picking-up your card, please join our priority line at the branch, dedicated to card collection.

Q5: What happens if I don't collect my RBC Visa Debit Card within the indicated timeframe?

It is important that you collect your new RBC Visa Debit Card before the date as indicated in the pick-up schedule to ensure you can continue to access your accounts. This schedule is posted on this webpage, under "Important Information". We will commence a staggered deactivation of current debit cards by this date. This means that your current debit card will stop working.

Q6: Can someone else collect the card for me?

If you are unable to pick-up the card yourself you can authorise someone to do so by filling our authorisation forms, even if you are not currently residing in the country. For more details and to get the necessary forms, contact our Advice Centre at 800-1RBC (722) and they will be happy to provide you with this information. The authorised collector has to bring the completed authorisation documents along with your original valid picture identification to pick-up your card on your behalf.

Please note that the authorised collector also has to PIN your new card upon collection and may have immediate access to your accounts with the RBC Visa Debit Card.

Q7: Can I collect my card at another branch that is more convenient for me?

We encourage you to pick-up your pre-personalised card which is available at the branch where your current debit card was issued. This card gives you immediate access to card transactions, and better visibility and durability of your name on the card immediate access to card transactions.

Q8: Will my existing debit card continue to work, after I collect the new RBC Visa Debit Card?

If you pick-up and PIN your pre-personalised, new RBC Visa Debit card, your existing magnetic stripe debit card will no longer work. For all other card replacements (i.e. lost or stolen cards replacement) the branch will be required to cancel the current card.

Q9: Will I be able to use my new card immediately after I receive and PIN the card?

Pre-personalised cards, collected at the branch where your current card was issued, can be used immediately, if there have been no changes to the card set-up (i.e. selecting new primary accounts, or adding other accounts). Debit cards with amendments will be accessible within 6 hours of issue.

Q10: Where do I collect my card if the branch where I last collected my card is now closed?

You can contact our Advice Centre to confirm the branch, however as a general guide you can refer to the list below.

Closed Branch	Receiving Branch	Receiving Branch Address
Carlton Center	High Street	11-15 High Street, San Fernando
Chaguaramas	Westmoorings	1-19 Columbus Circle, Westmoorings
Cross Crossing	Gulf City	100-102 South Trunk Road, La Romain
Crown Point	Scarborough, Tobago	8 Burnett St, Scarborough, Tobago
Diego Martin	Westmoorings	1-19 Columbus Circle, Westmoorings
Mayaro	Arima	9-11 Pro Queen St, Arima
Park Street	Independence Square	53-55 Independence Square, Port Of Spain
San Juan	Independence Square	53-55 Independence Square, Port Of Spain
Sangre-Grande	Arima	9-11 Pro Queen St, Arima
Siparia	Point Fortin	#1 Adventure Road, Point Fortin
St James	Maraval	1C-1D Saddle Road, Maraval