



Date

[Customer Name]
[Customer Address Line 1]
[Customer Address Line 2]
[Customer Address Line 3]

Here's Your BOSVG Visa® Credit Card

Your BOSVG Card will be activated commencing March 27, 2023

For assistance you may call 1-784- 452-4800 or 1-784-452-4801 or email us at activate@bosvg.com .



CARD REGISTRATION DETAILS:

1. The card registration and pinning details will be sent to you by email before March 27, 2023:
2. **Cards will be activated from March 27, 2023**
3. **Please sign the back of your card as soon as it is activated, for your security**
4. Use your card for all of your purchases - everywhere that Visa® is accepted

CARD SAFETY TIPS:

- **Monitoring** – make it a habit to check your bank statement to detect any suspicious transactions.
- **Protect your PIN (Personal Identification Number)** – don't give out your PIN to anyone, if you must write it down, keep it in a safe place.
- **Use Card only on secure platforms** – before using your card on any site, look for the security lock symbol next to the URL <https://www>. to confirm that it is a trusted site.
- **Report a lost or stolen card immediately** – use our online banking application or call our office to report a lost/stolen card so that we can block the card and issue a replacement.
- **Be aware of your surroundings** – when using the ATM, be sure to park in a well-lit area and be aware of your surroundings. Also quickly scan the machine for any skimming devices or cameras which may be attached to capture your information.
- **Be quick to report** – immediately report any unauthorized transactions.

Easy as 1, 2 3!

CARDHOLDER AGREEMENT

1. In this Agreement:
 - a) Authorized User means a Cardholder whom an additional Credit Card has been issued under Clause 32 hereof.
 - b) The "Bank" means Bank of St. Vincent & the Grenadines Ltd. and its successors and assigns.
 - c) Cardholders means any person to whom or for whose use a Credit card is issued by the Bank of St. Vincent & the Grenadines Ltd. at the request of the Principal Cardholder under the provision of Clause 32.
 - a) Cash Advance means any payment of cash obtained of the Credit Card.
 - b) Credit Card means the Bank of St. Vincent & the Grenadines Ltd. Credit card issued to the customer.
 - c) Credit Card Account means an account in the name of the principal Cardholder maintained by the Bank of St. Vincent & the Grenadines in relation to Credit Card Transactions, and includes a joint account applied for by more than one person.
 - d) Credit Card Cash limit means the maximum total amount of Cash Advances as notified by the BOSVG to the Cardholder from time to time which may be obtained.
 - e) Credit Card line means the maximum allowable amount of credit outstanding at any one time.
 - f) Credit Card Transaction means the purchase of goods or the obtaining of services or cash against use of the Credit Card, the Card number or in any manner authorized by the Cardholder for debit to the Credit Card Account or the utilising of any services made available to the Cardholder by the BOSVG from time to time in respect of the Credit Card.
 - g) Merchant means the Corporation, Firm, or individual who has agreed to honour the Credit Card upon presentation under the terms and conditions of the BOSVG standard Merchant Agreement.
 - h) PIN means the Personal Identification Number of the Cardholder.
 - i) Principal Cardholder means the Cardholder in whose name a CreditCard Account is maintained by the BOSVG.
 - j) Billing Period means the period between the date of any two consecutive billing statements.
2. The Credit Card must be signed by the Cardholder immediately upon receipt and may only be used:
 - a) By the Cardholder after it has been signed.
 - b) Subject to the terms of this Agreement and the conditions of use of the Credit Card which are in force at the time of use.
 - c) Within the Credit Card line of the Credit Card Account
 - d) To obtain the facilities and benefits from time to time made available by the BOSVG in respect to these of the Credit Card.
 - e) Subject to the right of the BOSVG, in its absolute discretion and without prior notice, at any time to cancel, refuse or re-issue, renew or replace the Credit Card or to withdraw the right to use the Credit Card for or to refuse any request for authorization of, any particular Credit Card Transaction and to publish any such withdrawal or refusal.
3. The BOSVG will debit the Credit Card Account with the amount of all Credit Card Transactions and any other liabilities of the Cardholder and any loss incurred by the BOSVG arising from the use of the credit Card. The Principal Cardholder will be liable to pay to the BOSVG all amounts so debited whether or not a sales voucher or cash advance voucher is signed by a Cardholder.
4. The BOSVG is authorized to debit the Credit Card Account with all charges pertaining to the acquisition of the Credit Card, and/or its renewal and/or its replacement in the event of Loss/theft/damage.
5. Whenever the Credit Card is used to make purchases or obtain services the Cardholder shall sign a Sales Voucher or Cash Advance Voucher, but if this is not done, the Cardholder will nevertheless remain liable to pay the BOSVG all amounts debited to the Credit Card Account
6. Whenever the Credit Card is used in conjunction with an automatic teller machine it must be used only in accordance with the operating instructions and conditions of use in force for the time being. In particular cash withdrawals must not exceed the permitted limit as notified by the BOSVG to the Cardholder from time to time.
7. If a Merchant issues a refund voucher in respect of a credit Card Transaction, the BOSVG will Credit the Credit Card Account the amount shown to be due when it receives the refund voucher from the Merchant. Unless a refund voucher is issued and sent to the BOSVG then (subject to my rights vested in the Principal Cardholder by statute) the amount will be payable in full to the BOSVG and no claim by a Cardholder against the Merchant may be the subject of set-off or counter claim against the BOSVG.
8. The BOSVG will not be liable in anyway if the Credit Card is not honoured by a third party or for any retention of a Credit Card by the BOSVG, any other financial institution, or any seller of goods or services.
9. No Credit Card may be used after its expiry date.
10. In the case of a joint account, the liability of the account holders shall be joint and several.
11. The Credit Card remains the property of the Bank of St. Vincent & the Grenadines at all times and must be returned by the Cardholder to the BOSVG, or any other person acting for the BOSVG, at the request of the BOSVG.
12. The BOSVG, may at any time and without notice, cancel or suspend the right to use the Credit Card entirely or in respect of specific facilities or refuse to re-issue, renew or replace any Credit Card, without in any case affecting the Cardholders obligations to the BOSVG, which shall continue in force.
13. The Cardholder will exercise all possible care to ensure the safety of the Credit Card and will prevent the PIN from being known to any person. The Cardholder will not disclose the Credit Card number to any third party except for the purpose of a Credit Card Transaction or when reporting the actual loss or theft of or damage to the Credit Card.
14. If the Credit Card is lost, stolen or for any other reason liable to misuse or if the PIN is disclosed in breach of the terms of this Agreement, the Cardholder must immediately notify the BOSVG Credit Card Centre or any branch of the BOSVG If this notification is given orally it shall not take effect unless and until confirmed in writing or by fax to the BOSVG Credit Card Centre within three (3) business days. After the BOSVG has received such written notice the Principal Cardholder's liability for any subsequent use of the Credit Card other than by the Cardholder will cease.
15. The Cardholder will give to the BOSVG all the information in the Cardholders possession as to the circumstances of the loss, theft or misuse of the Credit Card or disclosure of the PIN and take all steps deemed necessary by the BOSVG to assist in the recovery of a missing Credit Card. In the event of any such loss, theft or misuse being suspected, the BOSVG may provide the Police or other pertinent authority with any information it considers relevant whether relative to the Credit Card Account or otherwise. If a Credit Card is reported as lost, stolen or liable to misuse, that Credit Card must not Subsequently be used, but must be cut in half and returned immediately to the BOSVG
16. The BOSVG shall not be liable if it is unable to perform its obligations due directly or indirectly to the failure of any machine, data processing system or transmission link or to industrial dispute or to any cause outside the control of the BOSVG, it's agents, servants or subcontractors.
17. Any notice to the Principal Cardholder shall be sent by prepaid post to the address given in this application or the address subsequently notified to the BOSVG in writing and shall be deemed to have been delivered 48 hours after the date of posting.

18. The Credit Card line together with all charges made against the Credit Card Account as provided in this Agreement must not be exceeded at any time without the BOSVG prior approval. In the event that the established Credit Card line is exceeded, a charge of 3% of the amount in excess thereon subject to a minimum charge of \$10.00 will be payable to the BOSVG.
19. The BOSVG may vary the Credit Card line at any time and from time to time. Such changes shall be advised to the Principal Cardholder by prepaid post at least 15 days prior to the effective date of the change.
20. The Cardholder may at any time pay the entire amount outstanding on the Credit Card Account. In any event, however, the minimum payment due shown on the Principal Cardholders billing statement must be paid by its due dates.
21. The Minimum payment to be made shall be the total amount due at the end of a Billing Period in respect of anyone or more of the following: (a) 8.3% of the outstanding balance due on the Credit Card Account at the end of the Billing Period or \$20.00 whichever shall be the greater (or such other rate or amounts the BOSVG may in its sole discretion notify the Cardholder from time CONDITIONS OF USE to time); and/or (b) any minimum payment(s) due and unpaid (if any) in respect or any previous Billing Period or Billing Periods which remain unpaid; and/or (c) any amount (s) due (if any) in excess of the Credit Card Line which remain unpaid at the end of the current Billing Period; and/or (d) all interest and other charges accrued due under the terms of the Agreement at the end of the current Billing Period.
22. The Minimum payment so advised will be rounded up to the next whole dollar.
23. The payment due date shall be at least 20 days from the end of the current Billing Period.
24. A late payment fee of 1.5% will be payable by the Cardholder if payment of minimum payment is overdue.
25. Payments made to the Credit Card Account will be applied in the following order:
 - a) interest on overdue payments in respect of a copy of that Billing Period;
 - b) interest on amounts due at the end of the Current Billing Period;
 - c) fees on amounts in excess of the Credit card Line;
 - d) annual fees and all other fees and charges accrued due under the terms of this Agreement not otherwise specifically set out in this clause
 - e) Overdue payments on account of principles in respect of any Billing Periods amounts in excess of the Credit Card Line;
 - f) amounts on account of principal due at the end of the current Billing Period.
 - g) In the event that the Principal Cardholder does not receive a billing statement
 - h) the Principal Cardholder must so advise the Credit Card Centre immediately and arrange to take delivery of a copy of that Billing Statement.
 - i) Any queries concerning any entry on a Billing Statement must be made in writing by the Principal Cardholder to the Credit card Centre within thirty (30) calendar days after the end of the relevant Billing Period after which time the BOSVG will not be obligated to consider any query.
26. Payments to Credit Card Account may be made at any branch of the BOSVG or at the Credit Card Centre. The Credit Card Centre will not however accept payments in cash.
27. Interest will be computed on the Average Daily Balance during the Billing Period. The Average Daily Balance is calculated by taking the beginning balance each day adding the value of any Card Transaction that day subtracting any payments and credits posted that day; all the Ending Daily Balances for the Billing Period are then totalled and divided by the number of days in the Billing Period. Interest will be computed at a monthly periodic rate of 1.25% on the Average Daily Balance for the Billing Period. This interest rate may be changed by the BOSVG at any time and from time to time in its sole discretion.
28. No interest will be payable on any amounts debited to the Credit Card Account if the outstanding balance is paid in full by the Payment Due date shown on the Principal Cardholders current Billing Statement. In default of payment as aforesaid, interest as set out above will be payable from the date of the Card Transaction until payment in full.
29. Where the Credit Card is used to obtain Cash Advances a handling charge of 2% of the amount so obtained will be payable by the Cardholder to BOSVG Cash Advances shall not exceed the Credit Card Cash Limit.
30. An Annual Fee of \$100.00 - respect of the Credit Card issued to a Principal Cardholder and of \$50.00 --in respect of each additional Credit Card issued to a Cardholder must be paid whether or not the Credit Card is used. These fee(s) will be charged on each anniversary date of the opening of the Credit Card Account and may be changed by BOSVG Ltd. at any time and from time to time in its sole discretion.
31. A fee of \$25.00 will be charged in respect of each new Credit Card Account and each new Credit Card issued because of lost/stolen/damaged Credit Cards.
32. A return cheque fee of \$20.00 in respect of each returned cheque will be payable if a payment cheque is returned due to insufficient funds.
33. BOSVG may in its sole discretion issue an additional Credit Card for the use of any person who is nominated in writing by the Principal Cardholder. The Principal Cardholder shall be liable for the use of the additional Credit Card as if he had used it himself and for all amounts arising from or losses incurred by BOSVG in connection with or arising from the use of the Credit Card (whether by act or omission) by the Authorised User at any time upon the written request of the Principal Cardholder and the return of such Credit Card to BOSVG or upon the surrender to BOSVG of such Credit Card by the Authorized User.
34. Notwithstanding anything to the contrary set out elsewhere in this Agreement, BOSVG shall have the right in its sole discretion at any time and from time to time to demand immediate repayment of all monies due to it by the Principal Cardholder under the terms of this Agreement.
35. BOSVG may vary this Agreement and/or these conditions at any time or times in its sole discretion whether or not a similar amendment is made to the Agreement and/or condition(s) with any other Principal Cardholder(s) provided at least 15 days prior notice of any such change is given to the Principal Cardholder and a variation so notified shall be binding upon the Cardholder (including, for the avoidance of doubt, an Authorized User).
36. a) The Principal Cardholder may terminate this Agreement by written notice to BOSVG but such termination shall only be effective when such notice and all Credit Cards issued to the Principal Cardholder and all Cardholders have been returned to BOSVG.
 - b) BOSVG may terminate this Agreement at any time without notice and there upon cancel or refuse to renew the Credit Cards issued to the Principal Cardholder at all Cardholders.
 - c) BOSVG may also suspend the use of the Credit Card in the event of any breach of the terms of this Agreement by either the Principal Cardholder or any Cardholder.
 - d) Unless and until termination takes place as provided for in this agreement, BOSVG will provide a new Credit Card for each Cardholder from time to time.
 - e) These rights are in addition to any other rights or remedies which BOSVG may have whether to recover outstanding debts or otherwise and the Cardholders liabilities will continue until such times as all amounts of whatever nature due to BOSVG under this Agreement (including, but not limited to, interest and other charges) have been paid in full.
37. Any and all disputes between a Cardholder and a Merchant in respect of any Credit Card Transaction shall be resolved by and between the Cardholder and Merchant. In the case of such dispute, BOSVG shall remain fully indemnified by the Cardholder in respect of any and all claims arising there from whether by the Merchant or any third party.
38. The Principal Cardholder shall immediately notify BOSVG in writing of any change of name or address.
39. If any parts of this Agreement is found to be valid, the rest remains in effect. The information about the cost of the card herein described is accurate as of April 1st, 1994. The information may have changed after the above date. To find out what may have changed, write to us at P.O. Box 880. Kingstown, St. Vincent, W.I.