

FREQUENTLY ASKED QUESTIONS

FAQ's—GENERAL

Why Use a Credit Card?

Credit Cards provide a more convenient payment method for purchases, reduces the hassle of cash

What is the difference between a credit card and a debit card?

A Credit Card offers spending based on a revolving line of unsecured credit while a debit card is tied to the available funds on your chequing /savings account.

What are the credit card eligibility requirements?

To be eligible for a BARP Credit Card, you must be a resident of Barbados, reached the age of fifty (50) and a registered member of Barbados Association of Retired Persons.

Applying for BARP membership can easily be done at their office in Collymore Rock or online at www.barpbb.com

How can I apply for a credit card?

You can apply (a) Online at www.globefinanceinc.com (b) Collecting an application form from either Globe Finance Inc. or the Barbados Association of Retired Persons (BARP) office. Be advised that supporting documentation must be submitted in person at our office before the application is processed. What are the credit limits for the different category of credit cards?

The minimum credit limit for the categories are:

CLASSIC \$3,000 GOLD \$10,000 PLATINUM \$15,000

When will I receive my card?

On approval, a credit limit will be assigned after which your credit card will be printed and mailed to your address within 7—10 business days.

Can I transfer a balance from another Card company to my credit card?

Yes. You can transfer balances from other locally issued VISA or MasterCard Credit Cards, and other eligible credit card accounts

When and How can I request a credit limit increase?

After six months of card usage you can apply online at www.globefinanceinc.com or by completing the request form at the Globe Finance Inc. office. Approval will take up to 48 business hours, however for urgent emergency request feel free to contact our Credit Card Department

Can I access my monthly statement online?

Although this form of access is not yet available, other account maintenance can be done via the website i.e. Change of Address, Request for Increase of Limit etc.

Is the Credit Card Web page secure?

Our webpage is subject to the same stringent security measures as the rest of the Globe Finance Inc. website. However; bear in mind that even the best security systems won't work unless you endeavour to undertake the necessary precautions to safeguard your personal information.

I forgot my PIN (Personal Identification Number). How can I find out what it is?

A replacement PIN can be requested by calling our Customer Support Agents. Please allow at least 48 hours for processing.

What do I do if my credit card is lost or stolen?

Please contact our Customer Support Agents **IMMEDIATELY**, in the case of lost cards the account will be blocked and a replacement card will be issued. However, if the card has been stolen the account will be closed and transferred to a new account with new cards being issued. Please allow 3—10 business days for the replacement cards to be delivered.

How do I get an emergency replacement card?

For an additional fee, we do offer an 'Emergency Card' replacement within 48 hours—all cards are sent via Fedex/ DHL. Fees are disclosed upon request of the replacement card (s).

How do I dispute a charge on my credit card?

If you believe there is an error on your statement, please contact us within 30 days after the statement date on which the transaction (s) first appeared, and a Customer Support Agent will readily assist you by conducting investigations on the transaction(s) in an effort to resolve this within the Card Association's timelines.

What should I do if I think my card is being used fraudulently?

Please contact us immediately and a Customer Support Agent will work with you to research and resolve the transaction(s)

What is the 'Late Payment' fee?

This is billed to your account if the payment is made after the indicated 'Payment Due Date' shown on your statement.

What emergency features are available on the Credit Cards?

Credit Card Customers will have 24/7 access to the Globe Finance Inc. Credit Card Customer Support Service as well as the VISA Global Customer Support is available to all cardholders. They assist with queries as well as providing benefits such as Emergency Card Replacement, Emergency Cash and Lost/ Stolen Reporting.

How do I change my Billing Address?

You can make the request online at www.globefinanceinc.com or visit our office during business hours however; please be advised that supporting documentation is required before the request is processed in the system

How can I get a copy of my Cardholder Agreement?

A copy of the Agreement is attached to the application and can be kept for your reference. Also, for your convenience it can viewed online at www.globefinanceinc.com or printed if required

How do I add an additional cardholder to my credit card?

As the Primary credit cardholder, you can have additional credit cardholders. You can make the request online at www.globefinanceinc.com however Proof of Identification must be provided and Signatures witness to allow for the processing of the application. Also a form can be completed at the Globe Finance Inc. office.

How is the exchange rate for overseas purchases calculated on my Credit Card?

VISA International converts all foreign transactions to Barbadian funds at a preferred exchange rate assigned to the respective currency.

How do I cancel my credit card?

For security reasons, credit card cancellations must be made directly with a Customer Support Agent. Please ensure that you have repaid the full outstanding balance, cut the cards up before discarding and contact the appropriate companies to cancel any pre-authorized payments on the account

How is interest calculated on cash advances?

Interest is calculated from the purchase date of the transaction at the rate assigned by your Issuer for the specific category of card

FAQ's—REWARD LOYALTY SCHEME**How do I earn points?**

The non-expiring points are earned on every purchase made, however more points are earned when the card is used at a BARP affiliated Merchant (The list can be viewed at www.barpbb.com)

When do I find out how many points have been earned?

Your credit card statement indicates the points earned accumulatively for each statement cycle, however queries can be also be made with the Customer Support Agents at Globe Finance Inc.

How do I use the earned points?

The points are redeemed for a monetary value which is credited to the Credit Card account, upon your request and can be used at any merchant of choice in exchange for goods and services.

FAQ's - CHIP AND PIN TECHNOLOGY**What is a CHIP Card?**

A CHIP card is a card with a built-in encrypted microchip that provides greater security which makes it difficult to copy or counterfeit.

How is the CHIP Credit card different to Credit Cards with a magnetic Stripe?

The CHIP card must be **inserted by the Cardholder and remain** in the Point of Sale (POS) terminal for the duration of the transaction. The Personal Identification Number (PIN) will be requested to allow for authorization of the transaction and a receipt issued on completion after which the card is removed. On the other hand, the Credit Card with the magnetic stripe is passed to the Merchant and only a swipe of the Card is required for the transaction to be authorised.

Are CHIP cards accepted everywhere magnetic stripe cards are?

Yes. Although CHIP card technology will become a mandatory requirement by 2015, the magnetic stripe at the back of the card can be swiped to allow your transaction to be processed.

What if my card does not work at a Merchant?

There are usually no problems with the use of the CHIP cards, however please contact the Customer Support Department at the number provided at the back of the card for assistance

What if my CHIP card is lost or stolen?

The Cardholder should contact the Customer Support Department as soon as possible to allow for the account to be blocked and/or cards replaced.