



This document, referred to as our 'Credit Card Agreement', is our contract with the Cardholder.

Globe Finance Inc. reserves the right to amend this at any time, by adding, deleting or changing provisions, giving the Cardholder notice of any amendments.

On signing the application you are deemed to have read and accepted the terms and conditions of this Agreement. The Cardholder will use the account for purchases of services, merchandise and/or to obtain cash advances from participating merchants and financial institutions that honour the card. The Cardholder also agrees not to use the card for any illegal or unlawful transactions, and Globe Finance Inc. may refuse to authorize any such transaction(s). Globe Finance Inc. will not accept liability or responsibility for any such use by the cardholder or any authorized users. You agree that in the event you enter your card information on the internet, Globe Finance Inc. will use this as proof of your instructions for the use of the card and will not be required to verify the identity of the person submitting this information.

**i. Use of account by Others**

The card and its account number are for your use however; with a formal written request to Globe Finance Inc. a supplemental cardholder may be assigned to the account. All transactions made by authorised users will be at the responsibility of the Primary Cardholder. An authorized user can continue to make use of the card until the Primary Cardholder provides written notification to Globe Finance Inc. terminating the authority to use the card.

**ii. Credit Limit**

Globe Finance Inc. will advise of the credit limit assigned when the application is approved and it will always be noted on your monthly statement Globe Finance Inc. reserves the right to change your limit from time to time based on Cardholder credit history and will advise when having done so.

The Cardholder must submit a formal written request for an increase in their credit limit; any such increase will be at the discretion of Globe Finance Inc. and a response will be provided within forty-eight (48) hours of receipt. If a temporary increase is granted, the cardholder agrees to settle the excess within the stipulated timeline. The limit will revert to the previous limit on the expiration of this date. The Cardholder will be responsible for any fees incurred.

**iii. Types of Purchases**

Credit is obtained in the following forms:-

- (a) Purchases - the use of your card or card number to buy or lease goods or services.
- (b) Balance transfers - Transfer of funds from another financial Institution.
- (c) Cash Advances - the use of your card at an ATM or over the counter withdrawal of cash.

Foreign transactions refer to any purchase or cash advance made in a foreign currency; these are recorded on your statement in local currency. The rates of conversion for these foreign transactions will be at the current selling rate as determined by the Central Bank of Barbados.

Globe Finance Inc. is responsible for ensuring that the Cardholder's foreign spend is in compliance with the regulations of the Central Bank of Barbados, transaction requests which exceed the existing limits will be declined.

**iv. Personalised Identification Number (PIN)**

With the introduction of CHIP technology the PIN has become an integral aspect of security, in some instances replacing your signature for transactions. The Cardholder must keep the PIN absolutely confidential; it should not be disclosed to anyone or recorded anywhere. Where applicable, the selection of a PIN should not be from the obvious choices such as a birthday, telephone number etc.

In the event that the PIN is forgotten or the PIN mailer stolen, the Cardholder should contact Globe Finance Inc. immediately for a replacement.

**v. Repayment**

The Cardholder is liable for the settlement of any and all outstanding balances for purchases and cash advances made on the account, as well as all fees and charges incurred.

The Cardholder should ensure that the requested payment is received by the due date indicated on the monthly statement. The payment must be at least the minimum payment, but the Cardholder can settle any amount greater than the minimum payment or the entire outstanding balance. The indicated minimum amount is the percentage of the balance plus any monthly fees plus any past due amounts and/or any amount that exceeds the credit limit.

Payments made in any billing cycle that exceed the requested Minimum Payment due will not affect your obligation to make the next Minimum Payment due.

Credits and adjustments generated by merchants are not recorded as payments, they will not relieve you of the obligation to make a payment if there is a remaining balance.

Globe Finance Inc. reserves the right to reject any payment if your account has a credit balance on the day we receive that payment. Payments received after 2.30pm will be credited to your account on the next business day (Monday to Friday, excluding public holidays or office closures). A hold will be placed on payments made by cheques drawn on local commercial banks for three (3) business days until the effects are cleared. Foreign cheque payments are subject to be held for thirty (30) business days until cleared by the International bank.

If the account is in default Globe Finance Inc. can request immediate payment of your total outstanding balance without prior notice. Globe Finance Inc. will require you to pay the cost incurred from any collection proceedings, inclusive of bailiff and attorney fees.

**vi. Lost or Stolen Cards**

Should the credit card be lost or stolen, the Cardholder agrees to notify us immediately by telephone, fax or email, which will allow Globe Finance Inc. to place a temporary block on the card; however, the cardholder is required to complete a formal report within seven (7) business days. The Cardholder will be required to accept liability for purchases and/or cash advances made prior to notification.

In the event of either of the above, please contact 1-246-426-0335 (within Barbados),

1-800-396-9665 (within U.S.A or Canada) or 1-303-967-1098 (Collect Calls from any other Region) and provide the following information; after which a confirmation advisory will be issued for the report:

- Cardholder's name as it appears on the card
- Personal I.D. number
- Contact telephone number(s)
- Card number (if possible)
- Country, date and time of the robbery or loss of the card

Our Emergency Card Service is available to all Cardholders who are out of their country of residence at the time of loss or malfunctioning of the Credit Card. The account status and available balance of the lost / stolen card will be reviewed prior to the provision and activation of this emergency card or provision of emergency cash.

**vii. Compromised Cards:**

In the event that any suspicious activity is detected or the account data is compromised, Globe Finance Inc. may block your card at any time without prior notification. Globe Finance Inc. will attempt to contact you, however, if you experience service interruption kindly contact our Card Service Department.

**viii. Fraudulent Activity**

The introduction of CHIP technology will greatly reduce the instances of fraudulent activity. If such activity is detected, contact Globe Finance Inc. immediately to allow us to investigate and/or place a temporary block to prohibit further use of the account.

Our contact information is located on the back of your card, your monthly statement and online at [www.globefinanceinc.com](http://www.globefinanceinc.com). Kindly provide information such as dates, Merchants and transaction amounts. Cardholders may be required to complete further documentation in line with VISA requirements for such disputes

The Cardholder is expected to assist us during the investigation in determining the facts, circumstances, and other information related to any theft, or possible unauthorized use of their Card/Account Number, or PIN.

**ix. Change of address or Contact Information**

Written notification of any change of address (mailing and/or residential) and contact numbers is required to ensure accuracy in the delivery of statements and other correspondence/communications which may become necessary. (Proof of Address must be provided before any action can be taken)

**x. Credit Investigation and Disclosure**

Applicants provide consent to Globe Finance Inc. to investigate their credit rating at Credit Bureau Agencies, employment and income upon receipt of the application. In the event of a default account Globe Finance Inc. will be allowed to share Cardholder credit information with our collection affiliates and when required during the legal process.

**xi. Monthly Statements**

Globe Finance Inc. will send monthly statements and other correspondence by mail to the most current statement mailing address to the attention of the Primary Cardholder only.

The statement will provide the cardholder with pertinent information such as (a) Account Number (b) New Balance (c) Payment Due Date (d) Minimum Payment Due (e) Statement Closing Date (f) Credit Limit (g) Credit Available (h) Foreign Spend (i) Available foreign allotment (j) Any Past Due amount (k) Rewards points (l) Interest rates (m) Summary of Finance Charges applied (n) Details of transactions and any additional information as deemed necessary.

Statements are generated at the same time every month; if not received the Cardholder should contact Globe Finance Inc. The Cardholder is required to make all payments whether the statement is received on time or not at all for any reason.

Globe Finance Inc. will not send a statement in any month where there has been no activity on an account with a previous zero balance.

#### xii. Finding an error on your statement

If you deem that there is an error on your statement, formal notification in writing must be received no later than thirty (30) days after receipt of the statement in which the problem or error occurred.

Provide the following details in your correspondence:

- (a) Card Account number
- (b) All relevant information related to the transaction(s) i.e. posting or transaction date, Merchant name, dollar value etc.
- (c) Copy of transaction receipt if available and/or any relevant correspondence with the merchant

Acknowledgement of your letter will be made and a course of action will be advised within 10 (ten) business days. The Primary Cardholder will be updated with the progress of the investigations and/or advised of the correction of the error or provided an explanation as to why the transaction is correct. Failure to provide notification within this timeframe will result in a conclusion that all transactions on the current statement are deemed correct and the stipulated minimum payment will be due.

While the disputed amount is being investigated, payment must be made for the remaining valid transactions and charges by the payment due date to avoid interest and late charges.

#### xiii. Disputes with merchants

In the event you experience any inconvenience due to non-acceptance of the card by any merchant or financial institution, Globe Finance Inc. will not accept any liability for their action or any loss, inconvenience or expense that may result, unless the non-acceptance is due to negligence on our part.

Globe Finance Inc. will not be liable for any service not rendered or defective products purchased from any merchant using our card. Any complaint on the product or service should be made directly to the merchant and will not affect your obligations under the terms of repayment.

The Cardholder should provide the following details when requesting an investigation of a transaction, but must be willing and available to provide further assistance as is required:

- Card Account Number
- Name of Merchant
- Transaction Amount
- Date and Time of the transaction
- Nature of your complaint

#### xiv. Finance charges

The Cardholder agrees to pay all finance charges calculated on their account which will be clearly stated on the current statement. These fees are subject to change at the discretion of Globe Finance Inc. who will notify Cardholders accordingly.

Annual fees based on the category of Classic, Gold or Platinum, are applied to the account on approval, and will then be charged to the account on the anniversary date of the card.

Interest rates are calculated from the transaction date using the Annual Percentage Rate (APR) interest method, and applied to the account at the end of the billing period, however interest will not be applied should the full outstanding balance from your previous statement be repaid on or before the next statement date.

#### xv. Accounts not in good standing

If your account becomes delinquent due to absence of payment on the stipulated payment due date, the result will be that your account will be blocked until the account is regularized. In addition, the following steps may be taken by Globe Finance Inc. should the delinquency continue.

- Require that the full outstanding balance be fully repaid
- Acquire the assistance of a Collection Agent or Legal Representative. You will be liable for all fees associated with this action.

#### xvi. Termination

Globe Finance Inc. reserves the right to cancel or terminate an account at any time and for any reason, and request immediate full repayment of any outstanding balances with written notification.

The Cardholder can request closure of the account any time by making a formal written request, however no action will be taken by Globe Finance Inc. until full repayment of the outstanding balance including interest and any related fees has been made.

### TERM AND CONDITIONS OF AGREEMENT:

The Card is issued by Globe Finance Inc. and is subject to the following conditions:

The person named on the Card shall sign the card and any replacement card issued immediately upon receipt. Purchases of goods and services as well as Cash Advances shall represent an extension of credit by Globe Finance Inc., and should remain within the authorized assigned credit limit. The full outstanding balance on the Cardholder's account will become payable to Globe Finance Inc. on bankruptcy or death or if the Cardholder is in breach of Cardholder Agreement (at the discretion of Globe Finance Inc.). Overdue accounts are subject to collection and all collection charges including but not limited to legal expenses payable by the Cardholder on demand. Globe Finance Inc. reserves the right to revise and modify the terms of use at its discretion. The Cardholder will be advised of any change(s) and the effective date in writing. Use of the card after the effective date will be deemed as acceptance of the changes. The Card remains the property of Globe Finance Inc. at all times. Globe Finance Inc. retains the right to cancel the card at any time without notice. Provision of your mobile number to Globe Finance Inc. indicates a willingness to accept Cardholder cell phone alerts.

### SPECIAL CARD FEATURES AND LOYALTY REWARDS PROGRAMMES

Our Creditor Life Insurance service is optional and is available to all our cardholders, while our Loyalty Rewards programme will offer either cashback or points based on the type of card issued to the cardholder. In addition there are special membership privileges available to the Platinum Cardholders:-

#### LOYALTY REWARDS PROGRAMMES

The Globe Finance Inc. Loyalty Rewards Programme provides its cardholders with the following benefits:

##### CLASSIC Card Cashback

- (a) Provides .80% Cashback on purchases made at non-BARP Merchants or 1% at BARP affiliated Merchants.
- (b) Cashback Rewards are accumulated and credited to the account in the month of December.
- (c) No Minimum purchase is required, however the Cashback Rewards will be calculated on a maximum annual spend of Bds\$100,000.

##### GOLD & PLATINUM Reward Points

- (a) One (1) point is awarded for every Bds\$2.00 spent at non-BARP Merchants and (1.5) points at BARP affiliated Merchants.
- (b) Non-expiring points are redeemable at the discretion of the Primary Cardholder by formal written request or online at [www.globefinanceinc.com](http://www.globefinanceinc.com). On receipt of a redemption request the monetary value of the points will be credited to the account within 2-3 business days.
- (c) No minimum purchase is required, however the Loyalty Rewards will be calculated on a maximum annual spend limit of Bds\$200,000 (Gold) and Bds\$250,000 (Platinum).
  - Automatic enrolment during special promotions to earn additional points.
  - The reward points earned are non-transferable between Cardholders.

##### Discontinuation from the scheme comes:-

- (a) If the Cardholder request closure of the card account, at which time a credit will be posted to the account.
- (b) If the account becomes delinquent, please note that automatic re-enrolment will occur when the account is brought up to date.
- (c) In the event of a replacement account due to lost/stolen cards, the points will be transferred to the new account.

Modification or termination of the loyalty reward program is at the sole discretion of Globe Finance Inc. and Cardholders will be notified of such occurrences.

### CREDITOR LIFE INSURANCE

This service requires enrolment and is purchased separately by the Cardholder, with the terms and conditions being at the discretion of a third party Service Provider, SAGICOR Life Inc.

Globe Finance Inc. will not be liable for any services or benefits being provided with the Cardholder referring to the service provider regarding any disputes. Premiums are calculated monthly and will be included in the minimum payment indicated on the statement, these payments will be forwarded to SAGICOR Life Inc. on the Cardholder's behalf.

### SPECIAL OFFERS

Globe Finance Inc. may have promotional offers from time to time eg: additional reward points, ability to skip payments or lower interest rates for certain Purchase promotions. These offers are for limited periods and will contain specific terms and conditions which may temporarily override this Agreement. Once the Special offer ends all terms and conditions of this agreement will be reinstated.