



CARD SERVICES DEPARTMENT

Cardholder Newsletter
Volume 10 | Issue 1
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Remarks from our Card Services Manager

Cayman National takes pride in providing our cardholders with the best customer service possible. We invite you to share your experience by emailing us at cnbcardservices@caymannational.com. Your support makes our business possible and we are truly thankful for your partnership. We take the opportunity to extend our heartfelt wishes during the upcoming months. We hope the months ahead bring you joy and prosperity. On behalf of Cayman National, we thank you for your continued patronage.



What to do if you lose your credit or debit card

As our days become more hectic, we often run the risk of misplacing our wallet or purse or it being stolen. The fact remains that most individuals depend heavily on the use of plastic cards to make daily purchases. Should you lose your Cayman National credit or debit card or should it be stolen; it is advised that you immediately report it lost/stolen. Ensure to call the bank as soon as you realise your card has gone missing. Since we often keep important documents in our wallets, it is very important that a proper police report is filed with the local authorities to ensure that if found the police have your contact details.

Replacement of the card may be requested at the time of reporting the loss. Some charges may be levied by the bank for the issuance of a new card.

Points to note:

- Transactions incurred on the card before reporting the loss/theft are payable by the customer.
- It is advisable to not use the lost card if you happen to find it later on.

Cayman National Chip and PIN Card Transition Begins

Cayman National's goal of transitioning from magnetic stripe cards to the more secure EMV (Chip & PIN) card is smoothly becoming a reality. Cayman National will be converting all of its Mastercard portfolio to Chip and PIN by the end of Q4 2017. This will be followed by the VISA portfolio estimated to be fully converted by Q2 2018.

The new EMV cards have a micro-chip. When the card is inserted, the micro-chip generates a unique sales code. The sales code is a unique, one time use code that adds to the security of using the new cards. Cayman National continues to work towards securing our customers assets by offering secure methods of payments.

[Coming Soon]



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Customer Notice

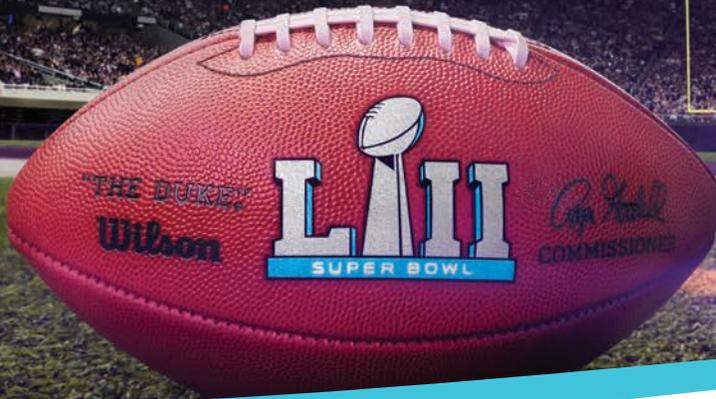
We take the opportunity to advise all customers that the annual fee for our credit cards will be assessed upon issuing of the credit card and thereafter upon its anniversary date. Should you need to query any transaction, please contact our Customer Support team at 345 949 8300.



VISA



proud sponsor



SUPER BOWL LII

Up close at Super Bowl LII



WIN BIG every time you use your Cayman National Visa Debit or Credit Card, courtesy of Visa. Use your Cayman National issued Visa Debit or Credit Card for purchases of \$100 or more and you are automatically entered for a chance to win:

- 🏈 A trip for 2 to Minneapolis for Super Bowl LII which includes: airfare, accommodation, tickets to the game, and a Visa prepaid card

Thanks to Visa, you can increase your chances to win with the approval of a new Cayman National Visa Credit Card. Promotion ends December 31st 2017. For more information, or to apply for a Cayman National Visa Debit or Credit Card visit your nearest Cayman National Customer Service Centre or visit www.caymannational.com/visasuperbowlpromotion.

*Terms and conditions apply, please see www.caymannational.com/visasuperbowlpromotion.

Feel Super with Visa!



PERSONAL BANKING | BUSINESS BANKING | FUND SERVICES | FIDUCIARY & INVESTMENT SERVICES

Cayman National, in collaboration with our Partners Visa and Mastercard, provides you these special offers:



Use your Visa® card to buy a \$75.00 Macy's eGift Card & get a \$5.00 Macy's eGift Card

Macy's has been America's favorite department store for over 150 years, delivering fashion and affordable luxury to customers coast to coast. You'll find products to fit every lifestyle: for her, him, kids and the home, as well as gifts for all occasions! Celebrate, surprise someone special or splurge on something just for you!

**Terms and Conditions apply*

Sail away on a Princess Cruises voyage with exclusive offers valued at up to \$900!

Qualifying voyages may also receive one or more of the following:

- Up to \$200* onboard spending credit per cabin
- Reduced deposit
- Onboard Value Booklet with over \$650 in onboard savings coupons (\$325 per person maximum two per cabin).

**Some restrictions may apply.*



Enjoy Exclusive Savings and Perks on Car Rentals at Budget

Take that road trip you've been dreaming about, run some important errands around town, or have a great car to drive on your next visit to a new city with a rental from Budget. Your Mastercard can make your next rental from Budget even more rewarding, with valuable cardholder benefits just for using it.

The Essentials

- Receive up to 10% off on your car rental
- Only one coupon per rental.

Enjoy A Staycation At The Westin Grand Cayman Seven Mile Beach Resort & Spa

Located directly on Seven Mile Beach with refined rooms plus a spa, gym, and great dining, our resort is the ideal wedding or vacation destination.

Mastercard Benefits:

- Save a minimum of 5% on the best available rates
- \$75 stay credit.

**Terms & Conditions apply.*



For a complete list of offers, please visit <https://usa.visa.com/pay-with-visa/visa-offers-and-perks.html> or <https://www.priceless.com>.

Travel Advisory

In an effort to help safeguard cardholders against fraudulent activity, transactions are prohibited in the following countries: Austria, Bulgaria, China, Colombia, Dominican Republic, France, Greece, Guatemala, Italy, India, Netherlands, Peru, South Africa, Spain, Slovakia and United Arab Emirates. These restrictions also apply to cardholders performing online or mail/telephone order transactions within these countries.

Planning that vacation or next business trip? Cayman National wants to help ensure that usage of your credit or debit card while you travel is unaffected. Be sure to contact our customer support team and advise us of your travel plans prior to starting your journey. In our efforts to protect your assets, we are actively monitoring your card activity to ensure all purchases are legitimate. Help us keep your card unblocked by informing us of your travel plans. Call our Customer Support team at **345 949 8300** or email your travel plans and travel contact details to cnbcardservices@caymannational.com.

Should you have plans to travel to any of the above listed countries; we strongly encourage you to please inform us of your travel or purchasing activity in these countries so that we may place your credit and/or debit card number(s) on the exception list for processing in the restricted jurisdictions. You can email cnbcardservices@caymannational.com, alternatively, call our Customer Support Centre 8:30am–5:00pm Monday to Friday, or contact a member of our Card Security Team on **345 926 2253** outside of normal business hours.



What's on Your Mind?

We are constantly looking for ways to bring you more services and options to meet your banking needs. Please email us at cnbcardservices@caymannational.com and tell us what we are doing well and what we can do better.



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"Thank you for making Cayman National your bank of choice."

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Report Lost or Stolen Cards Immediately

Card Services Department Lost/Stolen
Cards only: (345) 926 2253



Visa Global Services
1 (800) 847 2911



mastercard.

Mastercard Global Services
1 (636) 722 6690 or 1 (636) 722 2900
or 1 (800) 307 7309