



APPENDIX X

LinCU ACTIVE FAQ's

Frequently Asked Questions about the LinCU MasterCard Program:

1. WHO IS LinCU?

LinCU Limited is a limited liability company established in 2003 to service a niche market – the Credit Union Sector. LinCU began its operations on 12th May, 2007. It was formed by four credit unions – RHAND, TECU, Teachers and Police – with the purpose of providing electronic financial products and services to the Credit Union Movement in Trinidad & Tobago.

2. WHAT ELECTRONIC PRODUCTS & SERVICES HAVE BEEN PROVIDED THUS FAR BY LinCU?

The company's first product was a co-branded Visa Debit Card, developed as a collaborative effort between LinCU Limited and the Trinidad and Tobago Unit Trust Corporation.

Today, in partnership with First Citizens Bank Limited we have re-launched with an international co-branded MasterCard Prepaid.

3. WHY THE MOVE FROM TTUTC CO-BRANDED VISA DEBIT CARD TO A FIRST CITIZENS CO-BRANDED MASTERCARD PREPAID?

The agreement with TTUTC came to an end due to their inability to fulfill requests for additional services, which had become common place. This non-fulfillment of these requests began to affect LinCU's sales, marketing and development plans.

4. WHAT ARE THE BENEFITS OF A PREPAID CARD?

- Hassle free.....Great alternative to cash, cheques and credit cards
- Shop in store locally and internationally, online shopping and access to ATMs
- Send money to your family and friends abroad easier than ever by having a co-card
- Manage your finances....Spend what you can afford and avoid debt
- Enjoy Chip & Pin Security, where accepted for added security
- Shop & Save with the Active Lifestyle Loyalty & Rewards Program

5. HOW IS A PREPAID CARD DIFFERENT FROM A CREDIT CARD?

The Credit Card application involves credit assessment and credit checks in order to approve the application; whilst neither a credit check nor assessment is required for a Prepaid Customer.

The Prepaid Card can only be used when the customer loads money onto the card. On the other hand, when a bank approves a Credit Card, the Bank gives the customer funds to spend in the form of a line of credit on a card which is available once the customer receives the card.

With a Prepaid Card, since the customer is using his/her own funds there is no “payment required” nor “payment due date”. However, overdrawn balances on the customer’s Prepaid Card account will be set-off against accounts held with their Credit Union. Very simply, purchase the Prepaid Card, load funds, use the funds and then reload with your funds when you need to increase the available funds on the Card.

6. HOW DOES THE LinCU MASTERCARD PREPAID WORK?

The LinCU MasterCard Prepaid is a reloadable prepaid card.

- The member has their funds loaded/reloaded onto the LinCU MasterCard Prepaid which is available for use to shop online, locally and internationally at ATMs and Point of Sales.
- As the member spends or withdraws cash the available funds decrease.
- Once the member reloads the Card with more funds he/she will have more funds available to spend.

7. HOW DO I OBTAIN A LinCU MASTERCARD PREPAID?

The LinCU MasterCard Prepaid is currently available to members of the participating Credit Unions. You simply visit your Credit Union branch to sign up for your LinCU MasterCard Prepaid.

To obtain the card an application form is to be completed, a fee paid and the following documents provided:

- 1 form of identification, once it has the enhanced security features. The accepted forms of identification are national passport, electoral identification and drivers permit. *(2 forms are required if none of the identification presented bears the enhanced security features)*
- Proof of address, typically a utility bill not more than 3 months old *(if the utility bill is registered in your name, you will be required to obtain one valid identification in the name of the registered owner of the utility bill and letter from said registered owner of utility bill confirming that you reside at quoted address)*
- Job letter and pay slip: where a job letter is more than 1 month old, but less than 3 months, a 1 month old salary slip (and vice versa) will also be required to support the employment and most recent income.

8. HOW LONG DOES IT TAKE TO ACQUIRE MY LinCU MASTERCARD PREPAID?

Your NEW LinCU MasterCard Prepaid will be available within 7 working days after your application has been approved. You will be contacted by your Credit Union Representative when your card is ready for collection.

9. WHY DOESN'T THIS CARD ALLOW ME ACCESS TO MY SHARES OR DEPOSITS AT THE CREDIT UNION?

Shares and deposits at the credit union are savings and investments which should only be drawn down in emergencies or when the investment matures. By limiting access only to funds that have been set aside to meet day to day expenses, the LinCU MasterCard Prepaid works with you the member to meet your savings and investment goals. However, in the event of an emergency or unplanned expenses you can always make arrangements with your credit union to defray these unforeseen circumstances.

10. WHERE AND HOW CAN I USE THE LinCU MASTERCARD PREPAID?

The card can be used for purchases and cash advances locally and internationally; including online. In line with International standards the LinCU MasterCard Prepaid applies Authorization Holds in certain situations. Detailed information is provided at this [link](#). Please note that authorization holds are subject to change by First Citizens Bank from time to time.

11. WHAT ARE THE FEES ON THE LinCU MASTERCARD PREPAID?

- An annual fee of TT\$100, card is valid for 5 years
- Additional card fee, replacement card fee – TT\$100 per card
- Load/reload fee of 1.15% of the load/reload dollar value
- Local purchases: Free
- Local ATM withdrawals at all ATMs: TT\$7
- International & Online Purchases: Processing fee of 2% of the transaction value
- International ATM withdrawal: (i) TT\$15, (ii) any charge by the Foreign Bank whose ATM is being used, and (iii) Processing fee of 2% of the transaction value
- Refund or Cash Out Fee: TT\$20

12. CAN I HAVE A CO-CARD ON A LinCU MASTERCARD PREPAID?

Yes! Co-cards can be issued to members 16 years and over. Identification is required for the additional cardholder. The Principal Cardholder is to initial Clause 1 (b) on the MasterCard Prepaid Agreement once a co-card is being issued to someone ages 16 & 17 at the time of purchase.

13. HOW MANY CO-CARDS ARE ALLOWED ON A LinCU MASTERCARD PREPAID?

The LinCU MasterCard Prepaid account allows up to 5 cardholders, inclusive of the Principal Cardholder.

14. WHAT IS THE PROCESS TO ISSUE A CO-CARD?

The Principal Cardholder is legally responsible for all transactions, with special reference to chargebacks/disputes. Therefore, all instructions to add Co-Cardholders must be issued by the Principal Cardholder.

The Co-Cardholder is required to complete a separate application form of which the Principal Cardholder would affix their current Prepaid Account Number which is embossed on their card. Other required documents for the Co-Card applicant are: one (*i.e. with security features*) or two (*i.e. without security features*) forms of valid identification (*Electoral Identification, Drivers Permit, Passport*); a proof of address (*if the co-cardholder does not reside at the same address as the Principal Cardholder*)

15. HOW CAN I LOAD/RELOAD MY LinCU MASTERCARD PREPAID OR CO-CARDS ON MY MASTERCARD PREPAID ACCOUNT OR EVEN A LinCU MASTERCARD PREPAID BELONGING TO A 3rd PARTY?

The process is quite simple:

- [At your Credit Union Branch or](#)

Members can go into their Credit Union and request their funds be loaded on their Prepaid Card Account

- [First Citizens Online Banking](#)

You can load/reload your card or any other LinCU MasterCard Prepaid through the Bill Payments option on the Online Banking Service, once you have an existing First Citizens account. When adding your

prepaid card as a payee on the First Citizens Online Banking service, you are required to choose “LinCU Active Card” under the “First Citizens Prepaid Card” heading.

It is the customer’s responsibility to load/reload the accurate account, on any of the channels noted above.

16. HOW WILL THE RELOAD FEE BE CHARGED?

The load/reload fee will be deducted from the load/reload amount.

17. WHEN CAN I ACCESS FUNDS LOADED ONTO THE LinCU MASTERCARD PREPAID?

Prepaid loads/reloads made at your credit union and via First Citizens Online Banking are updated as follows:

- **Monday to Friday:** loads/reloads made by 12 noon will be available the next day. If your load/reload is made after 12 noon, then that payment will be available in 2 business days.
- **Weekends and Public Holidays:** loads/reloads will be available in 2 business days.

Immediate access is not applicable to funds loaded onto the LinCU MasterCard Prepaid.

18. IS THERE A LIMIT IN TERMS OF HOW MUCH I CAN LOAD/RELOAD?

The LinCU Prepaid Card account can be Loaded or Reloaded up to a maximum of TT\$30,000 per day, with a maximum of two (2) reloads per day.

19. IS THERE A LIMIT IN TERMS OF HOW MUCH I CAN USE PER DAY?

Yes, the conditions below consider all cards on the account, and is not applicable per card.

- Daily Limit of TT\$10,000. is allowed per day, of which TT\$3,000. can be withdrawn at the ATM (Local or International)
- Monthly Limit of TT\$54,000. in foreign spend (eq. USD\$8,000) for both Point of Sale purchases and Cash

20. HOW CAN I OBTAIN INFORMATION ON TRANSACTIONS DONE ON MY LinCU MASTERCARD PREPAID?

Members can obtain transaction history, for posted transactions, via First Citizens Online Banking Service. They can also obtain their available funds at any ATM worldwide.

21. HOW LONG IS THE LinCU MASTERCARD PREPAID VALID FOR?

This card is valid for 5 years

22. THE LinCU MASTERCARD PREPAID IS TOO EXPENSIVE; THE BANK GIVES ME THE CARD FOR FREE.

The debit cards given by banks are not free, however, they charged out of the monthly account fees that you pay. The LinCU MasterCard Prepaid allows the following for an annual fee of \$100:

- Use just like a credit card – locally, internationally and online
- Chip and Pin Security
- 24/7 security and assistance from MasterCard
- Travel Insurance when you purchase your ticket with your LinCU MasterCard Prepaid

23. IF MY LinCU MASTERCARD PREPAID IS LOST OR STOLEN, WHAT SHOULD I DO?

Immediately report the incident to the MasterCard Global Service (MGS) if you are abroad or call 1-868-62-FIRST (623-4778) Option 2 if in Trinidad and Tobago. The MGS and 62-FIRST are available 24/7.

When in the USA and Canada contact the MGS by calling toll free 1-800-307-7309 and when in other countries call collect at 1-636-722-7111.

You are advised to store these numbers safely, e.g. on your mobile phone so that in the event you lost your card, the customer service support numbers are easily at your reach.

The member is also required to provide written confirmation to the credit union that the card is lost or stolen within three (3) business days of an oral report. The member would be required to complete an application for a new card at their Credit Union and pay a replacement fee of \$100.

24. WHO SHOULD I CONTACT IF I HAVE ANY QUESTIONS OR CONCERNS ABOUT MY LinCU MASTERCARD PREPAID?

If you have any queries with your LinCU MasterCard Prepaid, that cannot be resolved via your Credit Union, you can contact First Citizens at 1-868-62-FIRST (623-4778) Option 3 for assistance. The 62-FIRST Option 3 is available Mon – Fri 6am to 10pm, excluding public holidays.

25. IF I HAVE A DISPUTE WITH A TRANSACTION WITH MY LinCU MASTERCARD PREPAID, WHAT SHOULD I DO?

You will be required to contact First Citizens at 1-868-62-FIRST (623-4778) Option 2 or 3 for assistance and you will be provided with a dispute form via email to complete and forwarded to First Citizens Electronic Banking Unit for investigation. A dispute resolution can take up to 120 days and in the interim you will not have access to the disputed amount. Note that you must lodge a dispute within 30 days from the date of the transaction, failing which the dispute will not be acknowledged.

The 1-868-62-FIRST (623-4778) Option 2 services are available 24/7; Option 3 services are available Mon – Fri 6am to 10pm, excluding public holidays.

26. ARE THERE ANY OTHER BENEFITS ON THE LinCU MASTERCARD PREPAID?

Yes.

The **MasterCard Global Service** program extends the issuer's customer service infrastructure around the world. Available to all MasterCard cardholders who are traveling outside their home countries, MasterCard Global Service provides unprecedented emergency customer service—anytime, anywhere, and in any language.

MasterCard Global Service gives cardholders access to the following services provided by their issuers, MasterCard, and third-party service providers.

Lost/Stolen Card Report (LSR): Cardholders can file lost or stolen card reports and initiate the process to have their cards cancelled and replaced.

Emergency Card Replacement (ECR): Cardholders can have their lost or stolen cards replaced quickly—anywhere in the world—at a convenient location. ECRs are delivered in the United States by the next day and within two business days almost everywhere else.

Emergency Cash Advance (ECA): Cardholders whose cards have been lost or stolen can request an emergency cash advance and make any necessary pickup/delivery arrangements. Through the MasterCard relationship with Western Union, your cardholders can access cash at 233,000 locations worldwide.

ATM Locations: Cardholders can call to find the location of a nearby ATM in the MasterCard ATM Network and cardholders can obtain cash at more than one million ATMs worldwide.

Accidental Death and Dismemberment (AD&D) benefit provides a maximum benefit amount of USD 500, in the event the cardholder suffers from loss of life, limb(s), or paralysis as a result of a covered accident.

Cardholder coverage is automatic and provided 24/7 anywhere in the world, as long as the eligible cardholder has an active account and a minimum of two point-of-sale (POS) transactions (excluding ATM) 30 days prior to the event which results in the loss.