

JUNE 2023

## Summary

The Investec card is welcomed at over 21 million international retail outlets and can be used to withdraw cash at over 800,000 Visa ATMs worldwide.

## Key features

- Available in sterling, euro and US dollar on current/call accounts
- Immediate debit
- Chip and PIN technology
- Contactless shopping
- Verified by Visa
- Fraud prevention text alerts
- Visa's Global Customer Assistance Service
- View card transactions on the Investec App
- 24/7/365 card support

## How it works

Making small purchases with the Investec card is quick and convenient thanks to Visa payWave. Simply hold your card to the contactless reader to pay in seconds. Contactless payments use the same encryption technology as 'chip and PIN'.

You can use your card at home or abroad. We've set our daily cash withdrawal limit at £/€//\$1,000 to give you as much spending freedom as possible. We won't charge you for withdrawing cash using your sterling card at an ATM in the UK, Channel Islands or Isle of Man. We only charge a flat fee for cash withdrawals at an ATM overseas or in a foreign currency. Our currency conversion fee is capped at 2.75%.\*

## Fraud protection

To help protect against fraud, and help you stay on top of your account activity, we'll send you regular text alerts highlighting any activity on your Investec card above £/€//\$20. Combined with the Investec App, you will always know where you are with your finances.

You are automatically enrolled in the Verified by Visa programme which protects your Investec card against unauthorised online transactions by adding one extra step in the payment process. If a website doesn't offer Verified by Visa, you can still use your card to make purchases.

## Emergency assistance

The Investec Platinum debit card also gives you emergency medical assistance or legal advice through Visa's Global Customer Assistance Service so we can put you in touch with an English-speaking doctor or lawyer. For further information please visit <https://www.visa.co.uk/support/consumer/lost-stolen-card.html>.

You can always speak to a member of our card support team 24/7/365 wherever you are in the world on our dedicated card services number +44 1481 706441.

## Find out more

For further information, please contact Investec Bank (Channel Islands) Limited, PO Box 188, Glatigny Court, Glatigny Esplanade, St Peter Port, Guernsey GY1 3LP, telephone **+44 1481 723 506** or email [enquiries@investec-ci.com](mailto:enquiries@investec-ci.com)

\*Please see our Schedule of Charges for private clients for further details on ATM and currency conversion fees. Investec Bank (Channel Islands) Limited and Investec Bank (Channel Islands) Nominees Limited are wholly owned subsidiaries of Investec Bank plc. This document is distributed by Investec Bank (Channel Islands) Limited which is licensed in Guernsey by the Guernsey Financial Services Commission under The Banking Supervision (Bailiwick of Guernsey) Law, 2020, and The Protection of Investors (Bailiwick of Guernsey) Law, 2020, to carry on banking and investment business. Registered Address: Glatigny Court, Glatigny Esplanade, St Peter Port, Guernsey, GY1 1WR. Registered Number: 5845. The Jersey Branch of Investec Bank (Channel Islands) Limited is regulated by the Jersey Financial Services Commission to carry on deposit taking business under the Banking Business (Jersey) Law 1991, as amended. The Jersey Branch registered address is 4th Floor, Liberation House, Castle Street, St Helier, Jersey, JE2 3BT. The Isle of Man Representative Office of Investec Bank (Channel Islands) Limited is regulated by the Isle of Man Financial Services Authority. The Isle of Man Representative Office's place of business address is Second Floor, The Old Courthouse, Athol Street, Douglas, Isle of Man, IM1 1LD. Investec Bank (Channel Islands) Limited is a participant in both the Guernsey and Jersey Banking Deposit Compensation Schemes. These Schemes offer protection for "qualifying deposits/eligible deposits" up to £50,000, subject to certain limitations. The maximum total amount of compensation is capped at £100,000,000 in any 5 year period. Full details are available on request or alternatively on the Guernsey Scheme's website [www.dcs.gg](http://www.dcs.gg) or on the Jersey States website which will also highlight the banking groups covered. Deposits made with the Bank, whether in Guernsey or Jersey, are not covered by the Financial Services Compensation Scheme under the Financial Services & Markets Act 2000 of the UK. Telephone calls are recorded. For further information on Investec Bank (Channel Islands) Limited and its products and services, visit [www.investec-ci.com](http://www.investec-ci.com) or call +44 1481 723 506. CI.FS.PVDC.004.0623



# Terms and Conditions for the Investec Platinum Visa Debit Card



These Card Terms apply if you have an Investec Platinum Visa Debit Card and should be read in conjunction with our General Terms and any Special Terms.

## 1 Definitions and Interpretation

### 1.1 Definitions

In these Card Terms:

#### Account

means the account(s) opened or to be opened in the name of the client with the Bank as a Guernsey Account or a Jersey Account.

#### ATM

means a machine that dispenses cash or performs other banking services when a Cardholder inserts his Card.

#### Bank or we or us

means Investec Bank (Channel Islands) Limited.

#### Business Day

means a day (other than a Saturday, Sunday or bank holiday) on which banks are open for general business in London, Guernsey and Jersey.

#### Card

means the Investec Platinum Visa debit card issued or to be issued by the Bank to a Cardholder in accordance with these Card Terms in respect of an Account.

#### Cardholder

means you, and any additional person approved by you and accepted by us to hold a Card and to conduct transactions by means of the Card.

#### Card Terms

means these terms and conditions as amended from time to time.

#### Card Scheme

means the payment networks linked to the Card of which we are a member, such as Visa.

#### Chip and PIN

A chip-and-PIN card is a payment card that has a smart chip which typically requires that you enter a secure PIN number into a card processor as an added security measure. Chip-and-PIN cards help secure cardholders' transactions by using multiple layers of security to prevent the card from being counterfeited and to verify the cardholders' identity. When you insert your chip-and-PIN card into a payment reader, the smart chip passes on a unique, single-use code to the merchant's card reader. That code is generated at the point of sale and encrypted, so it can't be easily cracked by thieves, nor can it be reused. The next time you use your chip-and-PIN card, the chip embedded in your card will generate a new code. Your PIN, on the other hand, won't change from transaction to transaction. Instead, you'll use the same code for every chip-and-PIN transaction, unless you request or are assigned a new one.

#### Client or you

means the person(s) named as holder of an Account.

#### Contactless Transaction

means the method used to pay for goods or services by holding the Card near a payment terminal, which picks up a signal and processes the transaction.

#### General Terms

means the Bank's General Terms and Conditions, as amended from time to time.

#### Loss

means, for the purpose of Sections 12 and 13, all costs (including the costs of taking legal or other professional advice), expenses, losses, liabilities, penalties (including in relation to any tax liability), damages, claims, actions, proceedings or demands which may be brought against, suffered or incurred by the relevant person.

#### Magnetic Stripe – Magstripe

Magnetic stripe cards are more vulnerable to identity theft due to the way a customer's data is stored on the card's magnetic stripe. Unlike chip cards, the information stored on a card's magnetic stripe is static. So, if a thief gets hold of the data stored on it, they can use that data to create a duplicate card. For this reason, the magstripe on your card is permanently disabled.

#### PIN

Personal identification Number issued by the Bank in respect of a Card, and which may be changed by the Cardholder.

#### POS

means Point of Sale.

#### Schedule of Charges

means the fees applicable to the services provided by the Bank in these Card Terms, a copy of which has been provided to you, and as may be amended by the Bank from time to time. The Schedule of Charges is also available on request and at [www.investec-ci.com](http://www.investec-ci.com)

#### Security Questions

means the pre-agreed answers to three questions used to identify you by our Client Support Centre.

### 1.2 Interpretation

In these Card Terms, unless otherwise stated:

- 1.2.1 any capitalised terms appearing in these Card Terms which are not defined will have the meanings given to them in the General Terms;
- 1.2.2 references to words in the singular include the plural and vice versa, and words denoting any gender include all genders;
- 1.2.3 references to a document shall be construed as references to such document in force for the time being and as amended, varied, supplemented, restated, substituted or novated from time to time;
- 1.2.4 references to a "person" include a natural person, corporation, firm, company, partnership, limited partnership, limited liability partnership, foundation, joint venture, unincorporated body of persons, individual or any state or any agency of a state, whether or not a separate legal entity;
- 1.2.5 references to the "Bank", "us", "we", the "Client", "you" or any other person include that person's permitted assignees, transferees and successors in title, whether direct or indirect;
- 1.2.6 references to the exercise of the Bank's or our discretion will be to the sole, absolute and unfettered discretion of the Bank and we will not be required to give any reasons for our decision;
- 1.2.7 references to "use" or "misuse" of a Card includes the details of the Card and the PIN associated with the Card
- 1.2.8 references to a time of day are to the local time in Guernsey and Jersey;
- 1.2.9 references to "Sections" are to sections of this document; and

- 1.2.10 headings are for ease of reference only and shall not affect the interpretation of this document.

## 2 Ownership and use of Cards

- 2.1 All Cards remain the property of the Bank and must not be copied or reproduced by any Cardholder.
- 2.2 The use of a Card by a Cardholder for any transaction will signify acceptance of these Card Terms.
- 2.3 The currency of each Card is displayed on the front and back of the Card.
- 2.4 We may issue Cards in different currencies on your request.

## 3 New and replacement Cards

- 3.1 Upon receipt of a new or replacement Card you must ensure that:
- 3.1.1 it is signed by the Cardholder; and
- 3.1.2 the Cardholder activates the Card by telephoning us on +44 1481 706 441 between 09.00 and 17.00 UK time on any Business Day.
- 3.2 If we decide not to renew or replace a Card, we will let you know but we do not have to tell you the reason for our decision.

## 4 Card security

- 4.1 You must:
- 4.1.1 keep all Cards secure at all times and not allow any other person to use it;
- 4.1.2 on receiving your PIN advice slip, memorise your PIN and then immediately destroy your PIN advice slip;
- 4.1.3 not write down or record your PIN or other security details;
- 4.1.4 not disclose your PIN to any other person, including the Police, family members or Bank staff;
- 4.1.5 ensure no one can see you enter your PIN at an ATM or a POS terminal;
- 4.1.6 ensure no one knows your Security Questions;
- 4.1.7 ensure that your Card is returned to you after making any transaction;
- 4.1.8 not leave your Card unattended or out of your sight; and
- 4.1.9 ensure that all other Cardholders comply with the above provisions and the recommendations in Sections 4.2 and 4.3.
- 4.2 On receipt of your Card you may select your own PIN at an ATM which offers this service. You must not choose unsuitable numbers such as birth dates, months or years, parts of your telephone number, parts of your card number or sequential or easily identifiable numbers (eg 2345 or 2222) or other numbers easily connected with you.
- 4.3 We recommend that different PINs are used for different Cards.
- 4.4 You must not, and must ensure that any other Cardholder must not, use or continue to use a Card:
- 4.4.1 before or after the period for which the Card is valid;
- 4.4.2 after we have notified you that we have suspended, withdrawn or restricted the use of such Card;
- 4.4.3 after we have demanded that you return any Card to us, or we (or someone acting for us) have kept such Card;
- 4.4.4 if we receive notice of the loss, theft or possible misuse of your Card and inform you accordingly;
- 4.4.5 if your Account is closed; or
- 4.4.6 for any unlawful purpose.
- 4.5 If a Card issued to you or any Cardholder is lost or stolen, or if a Cardholder suspects that someone knows his or her PIN, you must phone us immediately on our 24-hour customer services number +44 1481 706441. You will be responsible for all transactions made on the Card until such notification.
- 4.6 Failure to follow the above procedures may affect your liability, as set out in our General Terms and these Card Terms.

## 5 Transactions on your Card

- 5.1 Provided that there is sufficient credit balance on your Account, a Card may be used by a Cardholder to obtain cash from any Visa ATM.
- 5.2 Withdrawals may be made up to the daily cash withdrawal limit from time to time, details of which are available upon request. We may adjust the limit from time to time. This limit applies to both UK and overseas withdrawals.
- 5.3 A Card may be used to make purchases from retailers or suppliers of services which display either the Visa or the Visa Debit logo.
- 5.4 We will only debit the transaction amount to your Account when we receive the request from the bank of the retailer or supplier of services. This means that there may be a delay between the time of a transaction and the amount being debited from your Account. Overseas transactions may take longer.
- 5.5 We will normally debit your Account with the transaction amount and any applicable charges within one Business Day of receiving the request for payment from the Card Scheme. This applies whether or not this puts your Account into, or increases, a planned or unplanned overdraft.
- 5.6 In the case of a transaction in a foreign currency on your Card, in addition to any applicable transaction charge, we may impose a currency conversion fee, details of which are listed in our Schedule of Charges. If the transaction amount is converted into the currency of the Card the conversion will take place on the day it is processed by Visa based on the Visa Payment Scheme Exchange Rate which is published on the Visa website.
- 5.7 You agree to accept all amounts charged to your Account by your Card and any Cardholder's Card (even when the details on the sales voucher are wrong or where no sales voucher is signed) if it appears to us that a Cardholder has authorised the transaction. If we receive a refund voucher which we consider to be acceptable we will refund your Account.
- 5.8 We may deduct the amount of any payment (and any charges) from your Account even if the relevant Card has been cancelled, withdrawn, suspended, restricted, stopped or terminated by the time we make the deduction.
- 5.9 We will not be liable to you if payment or withdrawal of cash on a Card is refused by any third party or through any ATM.

## 6 Suspension, withdrawal and restriction

- 6.1 We may suspend, withdraw or restrict the use of a Card or reduce the transaction limit for such period and on such terms as we consider appropriate if:
- 6.1.1 we have reasonable grounds to suspect that the details of such Card have not been kept safe or that personal or security information relating to the Card or your Account is in the possession of or may be accessed by an unauthorised person; or
- 6.1.2 we have reasonable grounds to suspect unauthorised or fraudulent use of any Card; or
- 6.1.3 an unauthorised person has made or attempted to make transactions on the Card; or
- 6.1.4 we suspect fraud or other criminal activity in relation to the Card; or
- 6.1.5 we become aware of a dispute or possible dispute relating to the Account or any Card, between or amongst (a) any Account holders, or (b) any Account holders and any Cardholder; or
- 6.1.6 as a result of a change in the way you operate your Account or in your financial circumstances, we have reasonable grounds to believe that you may have difficulty in meeting your commitments; or
- 6.1.7 you have breached any provision of these Card Terms; or

- 6.1.8 we consider it appropriate for your protection.
- 6.2 If we decide to take any action as a result of any event described in Section 6.1, we will try to notify you before we act on our decision. However in some circumstances we may not be able to notify you in advance, for example, if we are prevented from doing so for legal reasons or it is not practical to do so. Where appropriate we will give you our reasons for our action.
- 6.3 You must, and must ensure that all Cardholders, cease the use of all Cards immediately if you receive an instruction from us not to undertake any further transactions on any Card or on your Account.
- 6.4 We may require you to return a Card to us. If we do this:
- 6.4.1 you must return, or procure that the relevant Cardholder returns, the Card to us immediately, cut once through the magnetic strip and once through the chip; and
- 6.4.2 we, or anyone acting on our behalf, may retain the Card if any Cardholder tries to use it.
- 6.5 If we receive notice of the loss, theft or possible misuse of a Card, we will cancel the Card. If the Card is then found, it must not be used by the Cardholder and it must be cut once through the magnetic strip and once through the chip. We may request proof of its destruction.
- 6.6 We may at any time change to a different Card Scheme. If we do so, we will issue the relevant replacement Card(s) to the Cardholder(s).

## 7 Authorising and stopping transactions

- 7.1 A merchant of services may ask us for authorisation before accepting payment by a Card. We may decline to give our authorisation if:
- 7.1.1 such Card has been reported as lost or stolen, or we have reason to suspect it has been lost or stolen; or
- 7.1.2 there are insufficient funds in your Account; or
- 7.1.3 taking account of all other transactions we have authorised, including those not yet charged to your Account, there may be insufficient funds available in your Account.
- 7.2 A transaction which has been authorised but not completed may be stopped by us on a Cardholder's request if we are provided with satisfactory proof that the transaction has been cancelled by the Cardholder.
- 7.3 A transaction which has been completed in accordance with our processes cannot be stopped.
- 7.4 This is a 'chip and pin' card and for security purposes, the magstripe feature on this card is permanently disabled. This should be considered when using the card in the US and other overseas locations.

## 8 Fees and charges

- 8.1 You may be charged for replacement Cards in accordance with the Schedule of Charges, if a Card is lost, stolen or damaged.
- 8.2 All other fees and charges payable by you in respect of the use of a Card are set out in the Schedule of Charges.

## 9 Additional Cardholder(s)

- 9.1 You may ask us to issue a Card to someone else who is authorised by you to undertake transactions (including someone who is acting under a Power of Attorney given by you).
- 9.2 If we agree to issue a Card to one or more Cardholder(s) we do so on the basis that you are responsible for ensuring that such Cardholder(s) complies with these Card Terms as if they were the Client. However you will be responsible for all transactions carried out on the additional Card(s).
- 9.3 You authorise us to disclose any information to a Cardholder relating to the use of any Card, which may include, details of Account balances.

## 10 Passing information to third parties

- 10.1 You authorise us to disclose to any appropriate third party any relevant information:
- 10.1.1 in connection with the loss, theft or possible misuse of a Card;
- 10.1.2 in order for us to meet our obligations as a member of any Card Scheme to which we belong (e.g. Visa); and/or
- 10.1.3 in order that we may comply with Applicable Laws.

## 11 Your right to cancel any Card

- 11.1 You may cancel any Card at any time by notifying us in writing. Once cancelled, you must cut them once through the magnetic strip and once through the chip. We may request proof of destruction of the Card(s).

## 12 Your liability

- 12.1 In the absence of wilful default, negligence or fraud on the part of any Cardholder, you will not be responsible for any losses which result from any unauthorised use of a Card:
- 12.1.1 before it came into your possession or the possession of the relevant Cardholder; or
- 12.1.2 after we have been notified by the Cardholder that it has been lost or stolen or that someone else knows the PIN; or
- 12.1.3 for the purpose of a payment where the Cardholder does not need to be present, provided that we are notified immediately on the Cardholder becoming aware of the misuse; or
- 12.1.4 for a Contactless Transaction, provided we are notified immediately on the Cardholder becoming aware of the misuse.
- 12.2 A Cardholder will be deemed to have acted in a negligent manner if he:
- 12.2.1 has failed to reasonably safeguard his Card;
- 12.2.2 has kept a written record of his PIN on or with the Card;
- 12.2.3 has kept his PIN in a form that can be readily identifiable as a PIN;
- 12.2.4 has selected an unsuitable PIN;
- 12.2.5 has disclosed his PIN to anyone, whether family or those in apparent authority including bank staff, or allowed them to use his Card;
- 12.2.6 has unreasonably delayed in notifying us that his Card has been lost or stolen, or that his PIN has been disclosed;
- 12.2.7 has failed to take all reasonable steps to prevent disclosure to any other person when keying in his PIN;
- 12.2.8 has failed to comply or delayed in complying with the Bank's requirements to destroy his Card under these Card Terms; or
- 12.2.9 has otherwise failed to comply with the requirements in Sections 4.1 to 4.5.
- 12.3 If you have been notified by us that a Card has been cancelled, suspended, withdrawn or restricted, or your Account frozen or closed, continued use of the Card, may constitute fraud by you. Accordingly:
- 12.3.1 we may, in our sole discretion, publish or give notice of the cancellation, suspension, withdrawal of, restriction on, or freezing or closure of your Account to any merchant or any other person as we consider appropriate; and
- 12.3.2 you will have no claim of any nature whatsoever arising against us in respect of such notification.
- 12.4 Subject to Sections 12.1, 12.2 and 12.3, you will be liable for all losses resulting from the wilful default, negligence or fraud of any Cardholder.

- 12.5 You indemnify us in respect of all transactions undertaken by any Cardholder and any loss which may be incurred by us as a result of:
- 12.5.1 the wilful default, negligence or fraud of any Cardholder;
  - 12.5.2 your wilful default, negligence or fraud under these Card Terms;
  - 12.5.3 our acting in good faith in accordance with these Card Terms.

### 13 Bank's liability

- 13.1 In the absence of gross negligence or wilful default on our part, we will not be liable to you for any loss you incur as a result of or in connection with:-
- 13.1.1 our carrying out the instructions of a Cardholder; or
  - 13.1.2 our acting in accordance with our rights under these Card Terms, the General Terms or any Special Terms; or
  - 13.1.3 our compliance with Applicable Laws or taking any action which we reasonably believe is in compliance with Applicable Laws; or
  - 13.1.4 any Cardholder's refusal or failure to adhere to or follow the Bank's security processes and procedures in place from time to time; or
  - 13.1.5 the wilful default, negligence or fraud of any Cardholder.

### 14 Dispute and claims in respect of the Card

- 14.1 Any claims or disputes between a Cardholder and any merchant regarding the nature, quality or quantity of any goods or services supplied by the merchant or on the merchant's behalf or any other matter or thing, shall in no way limit or affect the Bank's rights to receive payment or give rise to any rights of set-off or counterclaim against the Bank.
- 14.2 Where a Cardholder is obliged to sign a sales or cash transaction voucher, the signature of any such voucher is evidence of the particulars contained in the voucher. Failure to sign any such voucher, including mail orders or written authorities, shall not release you from liability to the Bank.
- 14.3 You acknowledge that no merchant is an agent of the Bank or otherwise acts on the Bank's behalf. Any refund to you by a merchant shall be credited to your Account once the Bank receives the refund.
- 14.4 Unless specifically set out in these Card Terms you are not entitled to cancel any payment made, or to be made, by the Bank in respect of any transaction made on a Card.
- 14.5 You must notify the Bank within 30 days from the date of the transaction if you suspect the transaction was invalid or unauthorised or goods or services were not received. If you fail to do so, the transaction will be considered correct.
- 14.6 If you query any transaction on a Card, you must respond to any information request we make within the timescales we specify. If you fail to do so we are not obliged to pursue your query, take any action in relation to the transaction or make any reimbursement.
- 14.7 If any transaction is incorrectly queried or disputed by you, interest will accrue in the normal course in respect of that transaction and the Bank may charge a fee as detailed in our Schedule of Charges.

### 15 Cancellation of a Card and termination of Card services

- 15.1 We may cancel any Card and terminate all services provided under these Card Terms if:-
- 15.1.1 a Cardholder fails to comply with any Applicable Laws in relation to the use of his Card; or
  - 15.1.2 a Cardholder has repeatedly breached any provision of these Card Terms; or
  - 15.1.3 in our sole discretion, we consider that there has been a material change in your financial position or a material change in your business affairs, and we reasonably believe that you may have difficulty in meeting your financial commitments; or
  - 15.1.4 we are required to do so under any Applicable Law; or
  - 15.1.5 we reasonably consider it necessary for our protection; or
  - 15.1.6 in all circumstances we consider it reasonable or appropriate for us to do so.
- 15.2 Unless prohibited by any Applicable Law or for security reasons, we will give you notice of the cancellation of the Card and termination of services under these Card Terms. We do not have to give you any reasons for our decision.
- 15.3 If your Account is closed, all Cards will be cancelled and our services under these Card Terms will be terminated immediately, without further or separate notice to you.
- 15.4 Cancellation of your Card and termination of services under these Card Terms will not affect your liability for all transactions made under the Card, even though the transactions may not be processed, completed and debited to your Account until after the Card has been terminated.
- 15.5 Termination of our services under these Card Terms does not affect any of our or your rights and obligations under these Card Terms which are intended to survive such termination. These include (but are not limited to) the provisions of Sections 12, 13, 14 and 15.
- 15.6 You must, and must ensure that all Cardholders, cease the use of all Cards immediately if:
- 15.6.1 we notify you of cancellation of such Cards and termination of our services under these Terms; or
  - 15.6.2 your Account is closed.
- 15.7 We may require you to return all Cards to us. If we do this, then you must return all Cards after they have been cut once through the magnetic strip and once through the chip.

### 16 Notices

All notices (including instructions) given under these Card Terms must be given in accordance with the General Terms.