

TRINIDAD AND TOBAGO
UNIT TRUST CORPORATION

A Safer WAY TO Pay



UTC Visa Debit Cards

CONDITIONS OF USE



UNIT TRUST
CORPORATION

Dear Cardholder,

To bring you the best experience, the Trinidad and Tobago Unit Trust Corporation is delighted to introduce you to our new TT\$ and US\$ Visa Debit Cards.

With the new UTC Visa Debit Card, you will enjoy:

- Increased security – using Chip and PIN technology.
- Contactless payments – Tap To Pay function allows you to pay for small purchases quickly and securely at available point-of-sale terminals.
- The comfort of using your TT\$ Visa Debit Card locally and US\$ Visa Debit Card **and** to make online payments.

Using my new UTC Visa Debit Cards at:

1. Point-of-Sale (POS)

You can use your new TT\$ Visa Debit Card to make payments at local merchants directly from your TT\$ Income Fund Account.

Your new US\$ Visa Debit Card allows you to make payments at merchants worldwide using your US\$ Income Fund Account.

2. Tap To Pay

You can **Tap To Pay** for small purchases (not exceeding TT\$700 or US\$100) in three simple steps:

- Step 1 – Look for the contactless symbol on the point-of-sale terminals
- Step 2 – Tap your Card within one inch of the symbol and follow the instructions
- Step 3 – Terminal displays: Authorised and Approved Message



If you make five (5) consecutive taps in one day, you will be prompted to input your Personal Identification Number (PIN) for the 6th transaction.

When making purchases exceeding **TT\$700** or **US\$100**, you must insert your Card into the point-of-sale device and enter your PIN to complete the payment.

3. Automated Teller Machine (ATM)

Access to your funds is quick and easy. Simply insert your Card into the ATM or tap the contactless symbol, enter your PIN and choose your transaction.

NOTE: Your PIN will be required at ATMs and ATM fees will apply at non-UTC ATMs.

4. Online Transactions

With your new UTC Visa Debit Card, you can make purchases online locally, using your TT\$ Visa Debit Card, and internationally, using your US\$ Visa Debit Card. To complete these transactions, the following information will likely be required:

- Card Number
- Expiration date of Card
- 3-digit CVV security code (code on the back of your Card)



3-digit CVV security code

Additional benefits

- **Email Notifications** – Receive email notifications detailing your Card transaction activities.
- **Card Assistance** – Call our Contact Centre at 1-868-625-UNIT (8648) and select Option 3 for assistance between 7am and 10pm Trinidad and Tobago Time daily.
- **Visa Auto Rental Insurance** – Access Free Auto Rental Insurance with the US\$ Visa Debit Card (only in North America, when the Card is used for renting cars).
- **Emergency Cash Disbursement Service**
 - If your Card is lost/stolen or misplaced, you can access emergency cash from your US\$ Visa Debit Card account by calling toll-free: 1-800-396-9665 (US & Canada) or 1-303-967-1098 (all other countries). Using this method, you can acquire up to US\$3,000 (or equivalent) per day for a fee of US\$137.48 per request.
- **Convenient Card Mailing Options (local and international)** – Have your Card mailed to you locally or internationally. Simply send your request via email at: **visaservices@ttuttc.com** or call the Contact Centre at 1-868-625-UNIT (8648), Option 3, for guidance.

We encourage you to read the enclosed information, which provides a few **Safety Tips** on using your Card. We look forward to providing you with even better services in the future.

We are your *Partners for Life!*

Regards,

***Chief Sales and
Marketing Officer***

Safety Tips

Keep your PIN confidential

- Don't reveal your PIN to anyone.
- Memorise it, don't write it down.
- When using an ATM or merchant's point-of-sale terminal, position yourself in front of the ATM or point-of-sale terminal keypad and cover the keypad with one hand to ensure that no one can see your PIN.

Internet Transactions

- Conduct transactions at secure websites that you trust.
- Ensure your computer has up-to-date antivirus and firewall protection.
- Beware of Phishing - never respond to suspicious emails, text messages, or phone calls requesting your Card information. Unscrupulous persons can attempt to steal your money or your identity by getting you to reveal personal information.

Be vigilant at ATMs

- Please refuse help from strangers when using your Visa Debit Card at ATMs.
- Retrieve your Card when you have completed your transaction.
- If an ATM captures your Card, call the UTC Contact Centre immediately at 1-868-625-UNIT (8648), Option 3, to have your Card suspended.

Check Your Card Account Frequently

- Regularly review your account activity via our online platform or the eStatement portal.
- If your Card is lost or stolen or if any suspicious activity was detected, immediately call the UTC Contact Centre at 1-868-625-UNIT (8648), Option 3 or email **visaservices@ttuttc.com** to place a request for your Card to be blocked and order a replacement.

Remember: Your Visa Debit Card is for your convenience. Keep it safe!

Trinidad and Tobago Unit Trust Corporation

Frequently Asked Questions

1. Q. Is there an annual charge for the UTC VISA Debit Cards?
A. Yes, TT\$100 for the TT Card and US\$20 for the US Card.
2. Q. Is there a card replacement fee?
A. Yes, TT\$50 and US\$10 for the TT card and US card respectively.
3. Q. Can I access fund accounts other than my Income Fund account?
A. No, only one card can be linked to a TT Dollar or US Dollar Income Fund account.
4. Q. Can I use my card at ATMs?
A. Yes, transactions are FREE at UTC ATMs. However, a (UTC) fee of TT\$7 is charged for all non-UTC local ATMs and a fee of US\$5 is charged for all non UTC foreign ATMs. Other Bank fees may apply.
5. Q. What are the daily card limits?
A. There is a daily limit of TT\$20,000 for the TT Debit card and US\$5,000 for the US VISA Debit Card for Point-of Sale and Online transactions. At ATMs, the daily limit is TT\$3,500 for the TT card and US\$1,000 for the US card.
6. Q. What should I do if my card is lost or stolen?
A. As soon as you discover your card is missing, call (868) 625-UNIT (8648) or send an email to callcentre@ttuttc.com or cardservices@ttuttc.com to cancel your card.
7. Q. Are there any point-of-sale or online transaction fees?
A. No, all point-of-sale and online transactions on both the TT and US card are free of charge.
8. Q. What is 3-D Secure (3DS)?
A. 3DS is an extra security step which adds additional security for online transactions.
9. Q: What is a One-Time Passcode (OTP)?
A: An OTP is a temporary and unique code used to authorise a specific transaction attempt.
10. Q: How does it work?
A: When a cardholder attempts to complete a transaction, they are prompted to confirm and send the OTP to the identified email address. Once received, enter the code into the designated space and complete the transaction.



Trinidad and Tobago Unit Trust Corporation

UTC VISA DEBIT CARD Conditions of Use

THE USE OF THE UTC VISA DEBIT CARDS ARE GOVERNED AT ALL TIMES BY THE TERMS AND CONDITIONS SET FORTH HEREWITH.

1. In this Agreement
 - a) “Agreement“ refers to the terms and conditions hereby defined.
 - b) “ATM” Automated Teller Machine.
 - c) The “Corporation” means Trinidad and Tobago Unit Trust Corporation, its Assigns and Successors in title.
 - d) “Card” means a Visa Debit Card issued by Trinidad and Tobago Unit Trust Corporation.
 - e) “Cardholder” means the person in whose name an Account is maintained by the Corporation and to whom a Card is issued by the Corporation.
 - f) “Account” means the Corporation’s TT Dollar Income Fund Account or a US Dollar Income Fund Account in the name of the Cardholder which may be accessed by a Card.
 - g) “Cash Withdrawal Limit” means the Maximum amount of cash the Cardholder is permitted to withdraw at an ATM, within a specified period of time.
 - h) “Contactless Transactions” means small purchases paid for quickly and securely by waving your Debit Card over the Point-of-Sale (POS) terminals or holding it on the terminal, utilising chip technology at participating merchants which accept contactless payments.
 - i) “POS Limit” means the Maximum amount the Cardholder is permitted to purchase at a Merchant (in person or online), within a specified period of time.
 - j) “Transaction(s)” means the purchase of goods or the obtaining of service or cash by utilising the Card, the Card Number or in any manner authorised by the Cardholder for debit to the Cardholder’s Account or the utilising of any service made available to the Cardholder by the Corporation from time to time in respect of the Card.

Conditions of Use (continued)

- k) “Card Not Present Transaction” means any Transaction which takes place where the Cardholder, Card and Merchant are not in the same physical location. This applies to Transactions including but not limited to online, over the telephone, through mail order services and via Card on file payments.
- l) “Merchant” means any Corporation, Firm, Individual or Group thereof that has agreed to honour the Card upon presentation by the Cardholder.
- m) “PIN” means the Personal Identification Number of the Cardholder.

USE OF CARD

2. The Card must be signed by the Cardholder upon receipt and may only be used:
 - a) By the Cardholder after it has been signed.
 - b) Subject to the terms of this Agreement and any other conditions of use of the Card, which are in force at the time of the use of the Card.
 - c) Within the available balance of the Cardholder’s Account.
 - d) To obtain the facilities and benefits made available by the Corporation in respect of the use of the Card.
 - e) Subject to the rights of the Corporation in its absolute discretion and without prior notice, at any time to cancel, refuse to re-issue, renew or replace the Card or to withdraw the right to use the Card for, or refuse any request for authorisation of any particular Transactions.
3. The Corporation is authorised to debit the Account with all charges pertaining to the acquisition of the Card and/or its renewal and/or replacement in the event of loss/theft/damage. If the Account does not have adequate funds for the replacement of the Card for its renewal or in the event of loss/theft/damage the Corporation is not obligated to issue a renewal or replacement Card.



Conditions of Use

(continued)

TRANSACTIONS

4. The Corporation will immediately debit the Account with the amount of all Transactions and any other liabilities that the Cardholder may incur with respect to Transactions, and any fees incurred by the Corporation arising from the authorised use of the Card.
5. Whenever the Card is used to make a purchase or to obtain purchases, the Cardholder shall sign a voucher or enter a PIN. The Cardholder will be liable to pay all amounts to the Corporation so debited, whether or not a voucher is signed by the Cardholder.
6. The Cardholder will be unable to make a purchase if it is in excess of the POS Limit, irrespective of the value of the funds held in the Cardholder's Account.
7. If a Merchant issues a refund voucher in respect of a Transaction, the Corporation will credit the Account with the refund within three days of receipt of the refund voucher or other similar refund verification deemed acceptable to the Corporation.

ATM TRANSACTIONS

8. Whenever the Card is used in conjunction with an Automatic Teller Machine it must be used only in accordance with the operating instructions and conditions of use in force at the time. In particular the Cardholder is not permitted to withdraw an amount in excess of the Cash Withdrawal Limit as notified by the Corporation.
9. The Corporation shall not be liable to the Cardholder for the operational failure of any ATM or for any injury, loss or damage suffered by the Cardholder in the use of any ATM.

CARD NOT PRESENTED TRANSACTIONS

10. a. The Cardholder hereby acknowledges that there is an inherent risk of fraud in conducting Card Not Present Transactions and shall take the steps to ensure that all such Transactions are performed with reputable Merchants.

Conditions of Use (continued)

10. b. Where the Cardholder believes that he has put himself at risk for fraud through carrying out a Card Not Present Transaction, the Cardholder shall immediately contact the UTC's Contact Centre and make a report.
- c. Subject to the provisions of any applicable law or regulations, the Cardholder hereby agrees to indemnify the Corporation against any loss, claims, damages, liabilities, actions and proceedings; legal and or other expense which may be directly or reasonably incurred by the Corporation as a consequence of the Cardholder conducting a Card Not Present Transaction from the time the Card Not Present Transaction occurs to the time that the Corporation is notified that the Card may have been compromised.

CONTACTLESS TRANSACTION

11. The Cardholder may utilise the Card for Contactless Transactions at participating Merchants, but not in excess of established maximum Transaction limits from time to time established by the Corporation.

RESTRICTIONS ON FOREIGN CURRENCY TRANSACTIONS

12. The Cards issued by the Corporation shall be the TT\$ Income Fund Visa Debit Card or the US\$ Income Fund Visa Debit Card or such other names as designated for the time being and:
 - a. Its use will be at all times subject to any statutory restriction/regulations, which may be imposed, from time to time by the Central Bank of Trinidad and Tobago or any other governmental Authority.
 - b. All Transactions performed with the TT\$ Income Fund Visa Debit Card will be settled in Trinidad and Tobago dollars.
 - c. All Transactions performed with US\$ Income Fund Visa Debit Card will be settled in United States dollars. The amount of any US\$ Income Fund Visa Debit Card Transaction in a currency other than United States Dollars will be converted to United States Dollars at a rate of exchange determined by Visa International on the date when the transaction is settled by the Merchant.



Conditions of Use

(continued)

12. d. International Transactions incur a currency conversion fee which is applicable to Visa's US daily rate of exchange.

LIMITATION OF LIABILITY

13. The Corporation will not be liable in any way if the Card is not honoured by a third party or for any retention of the Card by the Corporation, any financial institution, or any seller of goods or services.
14. The Card shall not be used after its expiry date.
15. The Card remains the property of the Corporation at all times and must be returned by the Cardholder to the Corporation, or any other person acting for the Corporation, at the request of the Corporation.
16. The Corporation may at any time and without notice, cancel or suspend the right to use the Card entirely or in respect of specific facilities or refuse to reissue, renew or replace the Card, without in any case affecting the Cardholder's obligations to the Corporation, which shall continue in force.
17. The Cardholder will exercise all possible care to prevent the PIN from becoming known to any person to ensure the safety of the Card. The Cardholder will not disclose the Card number to any third party except for the purpose of conducting Transactions or when reporting the actual loss, theft or damage to the Card.

LOST OR STOLEN CARD

18. If the Card is lost, stolen or for any other reason liable to misuse or if the PIN is disclosed in breach of the terms of this Agreement, the Cardholder must immediately notify the Corporation's Contact Centre at 1-868-625-UNIT (8648). If this notification is given orally, it shall not take effect unless and until confirmed in writing or by fax to the Corporation within two business days. The Corporation reserves the right to chargeback any Transaction should the written instruction not be received within the specified time. After the Corporation has

Conditions of Use

(continued)

received such written notice, the Cardholder's liability for any subsequent misuse of the Card other than by the Cardholder will cease. The Cardholder will give to the Corporation all of the information in the Cardholder's possession as to the circumstances of the loss, theft or misuse of the Card or disclosure of the PIN and take all steps deemed necessary by the Corporation to assist in the recovery of a missing Card. In the event of any such loss, theft or misuse being suspected, the Corporation may provide the Police or other relevant authority with any information it considers pertinent whether relative to the Account or otherwise.

19. The Corporation shall not be liable if it is unable to perform its obligations due directly or indirectly to the failure of any machine, data processing system or transmission link or to industrial dispute or to any cause outside the control of the Corporation, its agents, servants or sub-contractors.

NOTICES AND COMMUNICATION

20. Any notice pertaining to the Cardholder shall be conveyed via post, in branch promotions, media transmissions, electronic mail, etc., to the Cardholder only and shall be deemed received if delivered by post within 48 hours after the date of posting, and within 24 hours if sent by facsimile message or otherwise electronically.
21. The Cardholder shall immediately notify the Corporation in writing of any change of name or address.

FEES & CHARGES

22. An annual fee will be charged for any Card issued by the Corporation and such fee will be deducted from the Cardholder's Account.
23. A Card reissue/replacement fee will be charged in respect of each replacement Card issued as a consequence of lost/stolen/damaged/chip locked Cards.



Conditions of Use (continued)

24. The Corporation may amend this Agreement or these conditions at any time in its sole discretion whether or not a similar amendment is made to the Agreement and/or conditions with any other Cardholder(s) and notice of any such change shall be given to the Cardholder.

TERMINATION

25. a. The Cardholder may terminate this Agreement by written notice to the Corporation, but such termination shall only be effective when such notice and the Card issued to the Cardholder has been returned to the Corporation.
- b. The Corporation may terminate this Agreement at any time without notice and thereupon cancel or refuse to renew the Cards issued to the Cardholder.
- c. The Corporation may also suspend the use of the Card in the event of any breach of the terms of this Agreement by the Cardholder.
- d. Unless and until termination takes place as provided for in this Agreement, the Corporation will provide a new Card for each Cardholder from time to time.
26. Any and all disputes between a Cardholder and Merchant in respect of any Transaction shall be resolved by and between the Cardholder and the Merchant. In the case of such disputes, the Corporation shall remain fully indemnified by the Cardholder in the respect of all claims arising therefrom whether by the Merchant or any other third party.

This Agreement shall be governed by the laws of Trinidad and Tobago.

If any part of this Agreement is found to be invalid, the balance shall remain in force insofar as it is not inconsistent with the remaining provisions.





UTC Financial Centre
82 Independence Square,
Port of Spain
Tel: 1-868-625-UNIT (8648)

Card Services Unit
26-28 Endeavour Road,
Chaguanas
Tel: 1-868-625-UNIT (8648)

Email: visaservices@ttuttc.com

   | www.ttuttc.com