

Maduro & Curiel's Bank (MCB) Prepaid Card Terms & Conditions



DEFINITIONS

For the purpose of these conditions, the following definitions shall apply:

“Prepaid Card”. A loadable card that can be used while funds are available, which can be acquired on our website or at any MCB branch under the product names:

- MCB Visa MoneyCard
- MCB Prepaid Mastercard
- MCB Kompa Leon MoneyCard
- MCB Kompa Leon Gift Card

“Cardholder”. The person that obtains or receives a Prepaid Card and whose name appears on the Prepaid Card, where applicable.

“The Bank”. Maduro & Curiel's Bank N.V.

USING THE CARD

The MCB Visa MoneyCard can be used to make purchases at any (online) merchant, or make cash withdrawals at any ATM, that accepts Visa cards.

The MCB Prepaid Mastercard can be used to make purchases at any (online) merchant, or make withdrawals at any ATM, that accepts Mastercard cards.

The MCB Kompa Leon MoneyCard can be used to make purchases at any merchant, or make cash withdrawals at any ATM, that accepts Kompa Leon cards.

MCB Kompa Leon Gift Card can be used to make purchases at any merchant that accepts Kompa Leon cards.

Prepaid Cards cannot be exchanged for cash or credit. Please sign the Card immediately upon receipt.

When making a purchase using the Mastercard Prepaid card or Visa MoneyCard the Point of Sale terminal will be request a PIN to complete the transaction. The dollar amount of each purchase will be deducted from the remaining load value of the Prepaid Card.

When making a purchase using the Kompa Leon MoneyCard you will be asked to sign a receipt for the transaction. The guildler amount of each purchase will be deducted from the remaining load value of the Prepaid Card.

Kindly note that hotels, restaurants, car rental agencies, and gas stations may secure an authorization/ approval on the Prepaid Card in excess of the estimated purchase amount to ensure that adequate funds are available to cover the final purchase. The entire amount of the authorization/approval may remain unavailable for up to 7 business days although only the amount you actually authorize will be deducted from the remaining load value on the Prepaid Card.

Additional funds may be loaded to the Prepaid Card via MCB Online Banking* or through any medium that The Bank makes available for reloading of the Prepaid Card in the future.

The Prepaid Card is for electronic use only therefore transactions that exceed the remaining balance on the Prepaid Card will be declined. Nevertheless, if any purchases or service charges exceed the load value on the Prepaid Card, you shall remain fully responsible for the amount, that exceeded the balance available on the Prepaid Card.

We also reserve the right to automatically debit such overdrafts as well as any over limit fees as disclosed from future transfers of funds to the Prepaid Card, or any other account you maintain at The Bank and/or its subsidiaries.

** This service does not apply to MCB Kompa Leon Gift Card*

BALANCE INQUIRIES

To check the available balance on the MCB Visa MoneyCard, MCB Prepaid Mastercard or MCB Kompa Leon MoneyCard, please call us at +5999 466 1111 during business hours or lookup your Prepaid Card account on MCB Online Banking if you are an online banking customer. MCB Kompa Leon Gift Cardholders can check their balance online at mcb-bank.com.

Load Limits

Load limits	From Account
Visa Money Card	
Min	USD 25,-
Max	USD 2000,-
MCB Prepaid Mastercard	
Min	USD 25,-
Max	USD 2000,-
Kompa Leon MoneyCard	
Min	NAF. 25,-
Max	NAf. 2000,-
Kompa Leon Gift Card	
Min	NAf. 25,-
Max	NAf. 500,-

Re-load Limits

- The maximum re-load value of the MCB Visa MoneyCard is US\$ 2,000 per day
- The maximum re-load value of the MCB Prepaid Mastercard is US\$ 2,000 per day
- The maximum reload value of the MCB Kompa Leon MoneyCard is NAF 2,000 per day.
- MCB Kompa Leon Gift Card is not reloadable.

Maximum Availability

- The maximum availability for the MCB Visa MoneyCard and the MCB Prepaid Mastercard is \$2,000.
- The maximum availability for the MCB Kompa Leon MoneyCard is NAF 2,000.
- The maximum availability for the MCB Kompa Leon Gift Card is NAF 500.

The Bank reserves the right to change these limits from time to time without prior notification.

SECURING YOUR PIN

The Personal Identification Number (PIN) that the Cardholder gets with a MCB Visa MoneyCard, MCB Prepaid Mastercard, or MCB Kompa Leon MoneyCard, is strictly confidential and shall be non-transferable. In combination with these cards it shall constitute proof of identity when making a purchase at a point-of-sale terminal* or making a cash withdrawal through ATM machines.

** Only applicable for Visa and Mastercard*

The Cardholder shall be responsible for the proper use of the Prepaid Card and PIN code, where applicable.

The Cardholder agrees to take good care of the Prepaid Card and to always store the PIN code separate from the Prepaid Card or to destroy the PIN code as soon as it has been memorized.

The Cardholder shall not disclose the PIN code to third parties and insofar as the Cardholder should record it in writing, the Cardholder shall not in any case make any note to such effect on the Prepaid Card; the Cardholder shall record in such a manner as to make it unidentifiable to third parties. The Bank recommends destroying the PIN code form after having memorized it.

CANCELLATION OF THE CARD

The Bank shall reserve the right to disqualify, even without notice, the Cardholder from using the Prepaid Card. The Cardholder may cancel the Prepaid Card at any time and request for a refund* at one of the branches. A Refund Fee will be deducted for providing this service.

** This service does not apply to MCB Kompa Leon Gift Cards.*

FEES

Type	MCB prepaid Mastercard*	Visa Leon MoneyCard	Kompa Leon Money Card
Purchase Fee	USD 31,80	USD 31,80	NAf. 31,80
Minimum load amount	USD 25,-	USD 25,-	NAf. 25,-
Reload Fee at Branch teller	USD 5,30	USD 5,30	NAf. 5,30
Online Banking Reload Fee	USD 2,12	USD 2,12	NAf. 2,12
Cash Withdrawal Fee	USD 5,30	USD 5,30	NAf. 5,30
Lost/ Stolen Replacement/ Renewal Fee	USD 31,80	USD 31,80	NAf. 31,80
Refund Fee	USD 10,60	USD 10,60	NAf. 10,60
Expiry date	1 year after purchase		

LIABILITY

We accept no liability to complete any transaction for which adequate funds have not been supplied by you according to the rules of the Prepaid Card. Likewise we accept no responsibility for funding delays that are the result of late receipt of funding payments by you to the Prepaid Card account. We are not responsible if you do not have enough money on the Prepaid Card account to complete a particular transaction. You may, however, split the purchases between the Prepaid Card and a cash payment. Neither we nor any other bank or business will be liable to you for failure to accept or honor the Prepaid Card.

SETTLING DISPUTES*

In case of errors or disputes about transactions arising from the use of the Prepaid Card, call our customer service at +5999 466 1111 during business hours or visit us online at mcb-bank.com/personal/cards/dispute and proceed with the claim. We must hear from you no later than 60 days after the date of the transaction in question.

We may require that you send the complaint or question in writing, within 30 business days, after having reported the incident by phone. Or you can submit the claim online at: mcb-bank.com/personal/cards/dispute. It may take up to 45 calendar days to investigate your complaint or question.

Maduro & Curiel's Bank N.V. including but not limited to The Bank and its affiliates, employees and agents, is not responsible for the services or merchandise purchased with the Prepaid Card or any damages resulting directly or indirectly from the use of the Prepaid Card. If you have a problem with merchandise or services purchased with a Prepaid Card, that problem needs to be resolved with the merchant at whose establishment the transaction was made.

Exchange or return of merchandise purchased in whole or in part with the Prepaid Card will be governed by the procedures and policies of each merchant and applicable law. At the time of any exchange or return, you should present both the merchandise receipt and the Prepaid Card. If you are entitled to a refund for any reason for goods or services obtained with the Prepaid Card, you agree to accept credits to your Prepaid Card account in place of cash.

**Does not apply to Kompa Leon Gift Cards*

STATEMENTS

Digital statements will be available to MCB Visa MoneyCard, MCB Prepaid Mastercard and MCB Kompa Leon MoneyCard holders that register their card in MCB Online Banking. The monthly statement for the MCB Kompa Leon MoneyCard shall be settled in Netherlands Antilles Florins while MCB Visa MoneyCard and MCB Prepaid Mastercard statements shall be settled in US Dollars. In the case of MCB Visa MoneyCard and MCB Prepaid Mastercard, the sales-slips and withdrawals stated in another currency, shall be converted into US Dollars at the price quoted on the day on which the relevant transaction is debited to The Bank, including any conversion fees charged by Visa and Mastercard.

No statements are provided for MCB Kompa Leon Gift Cards.

NOTIFICATION OF LOST AND STOLEN CARD

Please note that you are responsible for the use and handling of the Prepaid Card. Tell us AT ONCE if you believe the Prepaid Card or its PIN has been lost or stolen.

Telephoning is the best way of minimizing your possible losses. If you believe that the prepaid card or pin has been lost or stolen, call us at +5999 466 1111 during business hours* and +5999 466 0600 during after-hours. If you fail to notify us promptly or are negligent or act fraudulently in handling your card, you could lose all the money that you have prepaid on the card.

The Prepaid Card can be replaced if it is lost or stolen, with certain restrictions. You should call +5999 466 1111 immediately to report a Prepaid Card lost or stolen. You will be required to provide your name, the Prepaid Card number, and transaction history. We reserve the right to require an affidavit and conduct an investigation into the validity of any request. Transactions identified by us as being unauthorized will in principle not be charged against the Prepaid Card. We will charge a replacement fee for any lost/stolen Prepaid Cards, which will be deducted from the balance on the new Prepaid Card.

MCB Kompa Leon Gift Cards will not be closed or replaced if lost or stolen.

** Please visit mcb-bank.com for our current business hours.*

AMENDMENTS TO THE CONDITIONS

At all times, the text of these General Conditions and any amendments which The Bank may introduce, shall be available for inspection online at mcb-bank.com. The Cardholder shall be considered to have agreed to any amendments made by The Bank, unless such Cardholder notifies The Bank of any objections such person may have against the relevant amendments within four weeks after such person has been notified of the amendment. Consequently, the relevant Prepaid Card shall cease to be valid and shall be destroyed by the Cardholder.

DISCLOSURE OF INFORMATION

Disclosure of information about your Prepaid Card or transactions to third parties will only be made when it is necessary to complete a transaction, when it is required to comply with applicable law, court orders, or if you give permission to do so.

CARDHOLDER ACKNOWLEDGEMENT

The Cardholder acknowledges that the Prepaid Card cannot be used when the remaining value is US\$ 0.00 /NAf 0,00 or less, or after it has expired, whichever comes first. If there is a balance remaining after the expiration date, you can call +5999 466 1111 during business hours during the next 12 months (or any longer period required by law) to request a refund, subject to a refund fee, or to request a new Prepaid Card be issued.