

# FAQS - VISA Business Cards



## 1 What is a business debit card?

The business debit card is a payment card linked to a business account. The card can be used to pay bills, make purchases and withdrawals. It is very convenient and safer than carrying cash around.

## 2 What is a business prepaid card?

The business prepaid card is a payment card funded by a business account holder for their business expenditure. The prepaid card is not linked to a business bank account. The card can be used to pay bills, make purchases and withdrawals. It is very convenient and safer than carrying cash around.

## 3 Can I request for a supplementary business card once I am issued a business card?

Yes, you can request for a supplementary business card. This can be given or assigned to another person.

## 4 Can I use my business card abroad?

Yes, you can.

## 5 Can I use my business card to access discounts from partnered outlets?

Yes, you can. The agreed discount package is available once you use your card for payments.

## 6 What are the withdrawal/transaction frequencies on the business card?

LOCAL	Channel	ATM	POS	e-commerce
	Total Amount	15,000	30,000	30,000
	No. of Transactions	40	20	10
INT'L	Channel	ATM	POS	e-commerce
	Total Amount	30,000	30,000	30,000
	No. of Transactions	30	25	10

## 7 Does my business card expire?

Yes, the business card has a validity period of three (3) years from date of issue.

## 8 What happens when my business card expires?

A new business card will be issued to you on request.

## 9 What name will be on my business card?

Your personal or preferred name will be on the card.

## 10 What are the charges on the business card?

Card Issuance/Replacement/Renewal is GHS 30 for both Debit and Prepaid Cards.

- The business cards have no monthly or transaction fees for now.

## 11 How do I get my PIN?

Your PIN will be sent as SMS to your phone number as soon as the card is issued.

## 12 Is the business card issued instantly?

Yes, the card is issued instantly (for both debit and prepaid cards)

## 13 How do I know of the partners providing discounts?

Updates on the partners on their respective packages will be made available on our social media pages and SMS notifications.

## 14 How do I activate my card after collection?

Card is activated at the ATM.

- Slot card in ATM.
  - Enter default pin. Don't press ENTER to next screen.
  - Enter new pin. Don't press ENTER to next screen.
  - Enter new pin to confirm. Don't press ENTER to next screen.
  - Successfully changed pin.
- ATM releases card to customer.

