



CARD SERVICES DEPARTMENT



Cardholder Newsletter
Volume 9 | Issue 1
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Remarks from our Card Services Manager

Cayman National takes pride in providing our cardholders with the best customer service possible. We invite you to share your experience by emailing us at cnbcardservices@caymannational.com. Your support makes our business possible and we are truly thankful for your partnership. We take this opportunity to extend our heartfelt wishes during the coming months and hope they bring you joy and prosperity.



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Let your Cayman National Visa Debit or Credit Card take you to Houston for Super Bowl LI courtesy of Visa!

Every time you use your Cayman National Visa Debit or Credit Card on purchases of C\$100 or more, you are automatically entered to WIN an all-inclusive trip for two to Super Bowl LI.

It's simple...use any of your Cayman National Visa cards and you could WIN!

Thanks to Visa, you can increase your chances to win with the approval of a new Cayman National Visa Credit Card.

Promotion ends December 31st 2016. For more information, or to apply for a Cayman National Visa Debit or Credit Card visit your nearest Cayman National Customer Service Centre or visit www.caymannational.com.

*Some conditions apply. All applications are subject to credit approval.



Cayman National Visa and MasterCard Product Benefits

Cayman National offers an array of credit and debit products to suit your needs. Explore our credit card benefits grid to select the card that best suits you! For detailed information on all of our products visit www.caymannational.com.



BENEFITS	VISA DEBIT CARD	VISA INFINITE DEBIT CARD	VISA INFINITE CREDIT CARD	VISA BUSINESS CREDIT CARD	MASTERCARD STANDARD	MASTERCARD GOLD
24 Hour Customer Service Centre	Visa Customer Service Centre	Visa Customer Service Centre	Visa Customer Service Centre	Visa Customer Service Centre	MasterCard Global Services	MasterCard Global Services
Travel Assistance	Yes	Yes	Yes	Yes	N/A	Yes
Travel Accident Insurance	USD50,000	USD1,500,000	USD1,500,000	USD250,000	USD75,000	USD250,000
Insured Journey Insurance – Accidental Death & Dismemberment	USD75,000	USD50,000	USD50,000	N/A	N/A	N/A
Auto Rental Insurance	N/A	Worldwide	Worldwide	Worldwide	N/A	Worldwide
Rewards	N/A	N/A	Yes	Yes	N/A	N/A
Emergency Card Replacement	Yes	Yes	Yes	Yes	Yes	Yes
Emergency Cash Advance	Yes	Yes	Yes	Yes	Yes	Yes
International Emergency Medical Services	N/A	Yes	Yes	N/A	N/A	N/A
Delayed/Lost Luggage Insurance	N/A	Yes	Yes	N/A	N/A	N/A
Cancelled Trip Insurance	N/A	Yes	Yes	N/A	N/A	N/A
Travel Delay Insurance	N/A	Yes	Yes	N/A	N/A	N/A
Concierge/Personal Assistant	N/A	Yes	Yes	N/A	N/A	N/A
Price Protection	USD200 per account per 12 month period	USD4,000 per account per 12 month period	USD4,000 per account per 12 month period	N/A	N/A	N/A

Cayman National Product Suite Welcomes The Cayman National Visa Infinite Cards

Cayman National's card suite continues to expand and we are proud to announce the addition of our Visa Infinite product line. The Visa Infinite Credit Card and Visa Infinite Debit Card are the premier cards of preference that offer a world of infinite possibilities.

VISA Infinite is the most prestigious card product offered by Visa in the Caribbean Region. Cayman National's Visa Infinite Credit and Debit Cards provide the highest levels of distinct features and benefits coupled with a dedicated concierge service for nearly any travel or entertainment need.

Cayman National's Visa Infinite Credit and Debit Cards are available to select clients, subject to eligibility. Avail yourself of exceptional benefits! To find out more about the exclusive benefits of the Cayman National Visa Infinite Debit and Credit Card visit www.caymannational.com.



Use Your Cayman National Visa Credit Card to Book Your Next Vacation.



When traveling to Miami the best place to do your shopping is at the **Dolphin Mall**, because now with your Visa card you can enjoy great discounts and many benefits. As an international tourist you will receive: restaurant discounts, a free gift from select stores, a Visa Shopping Passport and access to Visa Lounge inside the mall.

For more information visit <http://www.shopdolphinmall.com>

Terms and Conditions Apply: Offer valid until December 31, 2016.



Receive a special rate for up to 4 people at Hotel **Hampton Inn Aventura Mall**.

Terms and Conditions Apply: Offer valid until December 31, 2016.



Take advantage of exception values of up to \$600 with **Royal Caribbean International**.

Terms and Conditions Apply: Offer valid until December 31, 2016.

Terms and Conditions Apply: Program subject to availability, rates subject to change without notice. Restrictions and cancellation policies apply. Passenger is responsible for obtaining all visas, immigration documents and vaccinations, and for meeting any other requirements set by the authorities in each country. Cardholder is solely responsible for obtaining, and maintaining in his/her possession, valid proof of citizenship or naturalization, vaccination certificates, and/or visas required for travel or entry to another country.

Keeping your Credit Card Information Safe

- Make sure you sign the back of your credit card – if you do not, your fraud liability might be higher.
- Only shop online using your own computer, and before doing so, take the time to clean up and secure your PC using the latest antivirus and spyware removal tools.
- Shred credit card statements and anything that has your credit card number or personal information on it.
- Do not auto-save your personal information. When purchasing online, you may be given the option to save your personal information online for future use. Consider if the convenience is really worth the risk. The convenience of not having to reenter the information is insignificant compared to the significant amount of time you will spend trying to repair the loss of your stolen personal information.

Travel Advisory

In an effort to help safeguard cardholders against fraudulent activity, transactions are prohibited in Austria, Bulgaria, China, Colombia, Dominican Republic, France, Greece, Guatemala, Italy, India, Peru, South Africa, Spain, Slovakia, Slovenia, Turkey and United Arab Emirates. These restrictions also apply to cardholders performing online or mail/telephone order transactions within these countries.

Do you have plans to travel to any of the above listed countries? Please inform us of your travel or purchasing activity in these countries so that we may place your debit and/or credit card number(s) on the exception list for processing in the restricted jurisdictions. You can email cnbcardservices@caymannational.com. Alternatively, call our Customer Support Centre 8.30 am – 5.00 pm Monday to Friday, or contact a member of our Card Security Team on (345) 926 2253 outside of normal business hours.

Join us at our Annual “Home For Christmas”

Cayman National invites our cardholders to join us for a night of celebration at our Elgin Avenue Customer Service Centre on Tuesday, 6 December 2016 as we celebrate our annual “Home For Christmas” event. We welcome you to celebrate with our family and share the Christmas spirit.

What’s on Your Mind?

We are constantly looking for ways to bring you more services and options to meet your banking needs. Please email us at cnbcardservices@caymannational.com and tell us what we are doing well and what we can do better.



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"Thank you for making Cayman National your bank of choice."

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Report Lost or Stolen Cards Immediately

Card Services Department Lost/Stolen Cards only: (345) 926 2253



Visa Global Services
1 (800) 847 2911



mastercard.

MasterCard Global Services
1 (636) 722 6690 or 1 (636) 722 2900
or 1 (800) 307 7309