

NEW Business Builder Credit Card Program



1. What type of credit card would your Bank offer?

A Business Visa credit card.

2. What company are the credit cards issued through?

The bank would 'partner' with United Bankers' Bank for our corporate credit card program. UBB underwrites the credit lines.

3. What is the process to apply for a Business Visa credit card?

- a. All applicants must have a banking relationship with your bank before an application can be processed.
- b. Customer obtains an application from your bank.
- c. Your bank reviews the application, then forwards it on to UBB.

4. How long does it take to process an application?

All applications are manually reviewed by UBB, who attempts to approve every business that qualifies. UBB is required to notify the business of their credit decision by mail within 30 days from the date they receive the completed application. Applications are generally completed within three business days of receipt.

5. Who do businesses contact for help on their account once they are approved?

The business can call the toll-free number at 1-800-423-7503 where Customer Service Representatives are available to help 24 hours a day, 365 days a year, or they can contact your bank who then can contact UBB Cards representative, Paul Jacobson at 952-886-9574.

6. What is the process after a credit card application is approved?

Once approved, the business's cardholders will receive their credit cards in the mail. Cards will have an activation sticker attached with a toll free number for the business cardholder to call. They will need the last four numbers of the business's tax ID number to activate.

7. What is the process if a credit card application is denied?

If UBB denies a credit card request they will notify the bank. If the bank agrees to the denial, UBB will send out a notice of adverse action as required by law. If a bank officer with sufficient lending authority overrides the decision and approves a credit card for the customer, UBB will send a 'guarantee' form to the bank, which they complete and return to UBB. The bank is liable for any losses on guaranteed credit cards.

8. What is the process if a bank wants to revoke their guarantee?

Guarantees remain in effect for the life of the card or until the following happens:

- a. The account is closed by UBB and has a zero dollar balance.
- b. UBB increases the credit limit to an amount greater than the guaranteed amount.
- c. UBB executes a Release of Guarantee

The bank can request a release of guarantee after 1 year. Releases are done on a case by case basis. If a customer's guaranteed account becomes delinquent for a period of 90 days, UBB will notify the bank and they will be required to immediately repurchase the account from UBB and pay the total unpaid account balance, including interest and fees, at that time.

9. When will the credit card expire?

Credit cards are valid for 2 years.

10. Can a business get additional cards for their employees?

Yes! Each account will have one name and one plastic.

There cannot be multiple names on a business card.

11. What is the limited number of additional users per business?

It is determined by the underwriting.

12. What are the fees for the corporate credit cards?

There is a \$15 VISA annual fee. However, this fee is waived if more than \$5,000 in purchases has been made within the preceding 12 month period.

There is a \$25 ScoreCard Visa annual fee if the ScoreCard rewards program is included.

13. Where can the Business Visa credit card be used?

Wherever the Visa® logo is displayed. The card can be used at merchants around the world for online purchases.

14. Are cardholders protected on the Internet?

By registering for Verified by Visa, cardholders will be protected 100% for online purchases. Verified by Visa provides an extra level of protection for online shopping by protecting its cardholders against unauthorized use before it can even happen. To learn more about Verified by Visa and see a demo, go to www.verifiedbyvisa.com.

If cardholders experience difficulties, they should contact Customer Service within 30 days of making a purchase.

15. Can Credit Card Account(s) be viewed online?

Cardholders can access the following account information online at www.mycardstatement.com:

- View recent transactions and make payments
- Obtain an online statement
- View up to 12 months of past statements
- Dispute transactions
- Download account information into financial software packages such as Quicken and Money
- Setup account e-mail notifications
- Link multiple accounts together

Cardholders can easily enroll for online account access by:

- Visiting the secure website: www.mycardstatement.com
- Click on 'Enroll for Online Services'
- Enter the required information
- Choose a login, select a password and confirm

16. How can credit card payments be made?

- a. Mail to the address indicated on the credit card statement
- b. Online: www.mycardstatement.com allows cardholders to pay their credit card bill online for free from their bank checking or savings account. They need to provide their bank account number, routing transit number, name on account, type of account and account nickname.
- c. Through internet bill payment services at customer's bank
- d. Electronically through ACH out of their bank checking or savings account. Customers need to request to setup a recurring automatic payment. They need to have their credit card number, bank account number, bank routing transit number, name on account and type of account.

17. Will the bank receive new credit card applications when the interest rates change?

Yes. The applications state that the rate is variable and accurate as of a specific date. The most current credit card applications are available to the bank via UNET.

18. What do customers do to request a credit limit increase?

If a customer would like to request a limit increase, they need to contact the bank, who in turn, will contact the UBB Card Services Manager for approval.

19. What are the features of the Rewards Program – ScoreCard?

- \$25 Annual Fee
- Same Annual Percentage Rate as non-ScoreCard accounts
- Earn one point for every net dollar in retail purchases (does not include balance transfers)
- Secure online account access and points management
- Special phone number for reward Customer Service: 1-800-842-3006
- A variety of point redemption options are available
- Earn points for airline tickets, hotel stays, rental cars, cruises and vacation packages
- No blackout dates on airline tickets
- Points expire 36 months after they are earned
- A cardholder can request to join the ScoreCard Rewards program at anytime by calling customer service: 1-800-883-0131
- A customer can cancel their ScoreCard Rewards program membership at anytime by calling customer service. All earned points will be forfeited at that time.

For more Information



or to enroll contact:

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