

## Business card features and benefits

---

With a CAF Bank Mastercard® (Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated) Business card, you can make payments for goods and services from your CAF Cash Account in a safe and secure way, in person, over the telephone, online, in the UK and outside the UK. You can make cash withdrawals in pounds in the UK and in foreign currency outside the UK at cash machines where the Mastercard acceptance mark is displayed.

With a CAF Bank Business card the cardholder can:

- use their card 24/7
- make payments online or in stores
- withdraw up to £300 from a cash machine\*

\*Per card. Subject to a maximum daily limit of £1000 per account.

Please be aware this card is not a credit or debit card. It's a Business card and is linked to your CAF Cash Account. Any card payments or cash withdrawals will only be allowed if you have sufficient funds in your account.

Your Card Transactions will not be debited to your Account until a minimum of 48 hours after the authorisation of the Card Transaction. However, once an authorisation is given, that Card Transaction will immediately reduce the total amount that can be drawn from your Account, even if the payment has not actually been deducted from the Account by then.

Please be aware that for security reasons, bank account balances for your CAF Cash Account are not available to cardholders at ATMs. You can of course obtain your CAF Cash Account balance online if you are authorised to do. The cleared balance shown is for interest purposes and may not reflect total available funds due to pending debits or credits, including Business card transactions.

### Fees

CAF Bank do not charge you for issuing or for the use of your card. However, some merchants will charge for the use of the card as if it were a credit card and such charges will be payable by you. The merchant is obliged to tell you if any such charges are payable at the time of the card transaction.

### Security

The Business card uses Chip and PIN security for transactions in store and ATMs. For online purchases, the card uses the Mastercard Identity Check service to verify the payments. This security measure requires the cardholder to register a mobile telephone number (ideally a UK number) which is personal to them.

As part of our fraud prevention measures we may monitor your account activity. If you believe something out of the ordinary has happened on your account, please let us know without delay by calling **03000 123 456**.

You will be responsible for all losses if the cardholder has acted fraudulently or in a grossly negligent manner. Please consider this when selecting cardholders on behalf of your organisation.

### How to apply

Simply complete the customer application form. This form enables you to nominate as many cards as is appropriate for your organisation. Once identification and verification procedures have been completed the relevant cards will be issued. Cards will be sent directly to the cardholder's home address as a fraud prevention measure.

Please ensure you carefully read the CAF Bank Terms and Conditions and the Business card cardholder security measures, and explain to your nominated cardholders that they must do the same and retain these for further reference. If there is anything that you do not fully understand, please ask for further information or seek professional advice or guidance before sending your application to us.

## We're here to help

Please refer to the CAF Bank Business card frequently asked questions for further assistance at [www.cafonline.org/businesscard](http://www.cafonline.org/businesscard)

OR

Contact our dedicated customer service team to answer questions relating to your application.

T: 03000 123 456

E: [cafbank@cafonline.org](mailto:cafbank@cafonline.org)

W: [www.cafonline.org/businesscard](http://www.cafonline.org/businesscard)

Telephone calls may be monitored or recorded for security/training purposes.  
Lines are open Monday to Friday 9am - 5pm (excluding English bank holidays).

**CAF Bank Limited** is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number: 204451). CAF Bank Limited Registered office is 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ. Registered in England and Wales under number 1837656.