



Understanding Your Victoria Mutual Building Society (“VMBS”) Credit Card Statement

Statement Enquiries

Customer Service Queries

You may contact our Member Engagement/Customer Care Centre at any time to receive assistance on queries concerning this Statement:

- Toll Free (from Jamaica): 888-YES-VMBS (937-8627)
- Toll Free (from USA/Canada): 1-866-967-VMBS (8627)
- Free Phone (from UK): 0-800-068-VMBS (8627)

Notification of Billing Error

You are required to review your Statement carefully, if your Statement contains any errors, you must tell us within thirty (30) days of the Statement Date. If you do not notify us of errors on your Statement within that time, it shall be settled conclusively between the VMBS and you that the Statement contains no errors.

How to Settle A Dispute

If a transaction was not authorized by you or if there is an error with an authorized transaction you must immediately notify us by visiting our website at www.myvmgroup.com to download, complete and email the Credit Card Dispute Form to creditcardmanager@myvmgroup.com. Your account will be blocked, and your card will be flagged for replacement. You may also call Our Member Engagement Centre for assistance, and you will be required to confirm in writing the disputed transaction within seven (7) days.

Statement Summary Definitions

Opening Balance

The amount owing as at the last Statement cycle.

Payments and Credits

Payments made to the credit card account within the billing period. It considers all debit and credit related payment transactions as detailed on your Statement.

Purchases

Transactions initiated by the cardholder using the credit card in payment for goods and services. It considers all debit and credit related purchase transactions and reversals.

Cash Advance

Cash withdrawal at the ABM or ATM or through other channels. It considers all debit and credit related cash advance or “cash-like” transactions and cash advance reversals.

Other Debits

Miscellaneous debit or credit adjustments to the account as detailed on your Statement. Fees and Charges: All fees or service charges as per the Credit Card Schedule of Fees and Charges applied to the credit card account. Also, fees and charges include all fee reversals that have been authorized on the account.

GCT

General Consumption Tax on applicable fees and charges. All applicable GCT reversals are included

Interest

The amount charged in the event the cardholder does not pay the Total Balance Due on the Statement by the Payment Due Date. Where applicable, all reversals, debit/credit adjustments for interest are included. See explanation of interest charges outlined below

Total Balance Due

The balance owing on the credit card account at the end of the Statement cycle.

Statement Date

This is the closing date of the billing period and the date on which your Statement was generated. The Statement will set out all transactions posted and billed during the Statement Cycle Period.

Payments

Minimum Payment

A percentage of the amounts representing purchases, cash advances, interest, charges and other fees indicated on your Statement as the least amount to be paid on the Card Account for that particular month. This amount may change on each monthly statement. Payments are applied towards Interest first and then to Fees, Previous Balance and Current Balance. If you do not pay at least the minimum payment on or before the Payment Due Date, the minimum payment for the subsequent statement cycle will include the past due amount. Past due amounts are to be paid in full.

Payment Channels

You can make payments at any branch of the VMBS, or through any alternate payment channel offered by the VMBS from time to time, at any VMBS ATM, or online where available.

Cheque Payments

Payments made by cheque will be subject to a cheque holding period and payment will not be processed until the cheque is cleared. In the event that the cheque is returned the associated fees will be posted to your Card Account. Cheque payment made by post, may be mailed to P.O. Box 90, Kingston, Jamaica. W.I.

Foreign Currency Payments

For payments made on your Card Account in a FX currency, the VMBS FX selling rate will apply on the day the payment is credited to your Card Account. The FX selling rate is subject to change from time to time and is available in each of our branches or on our website.

Interest Charges

Interest Charges on Purchases and Other Charges excluding cash advance and balance transfer

If you pay the Total Balance Due on or before the Payment Due Date, interest on purchases and other charges excluding cash advance and balance transfer will not be debited to your account. Each cardholder is permitted up to 55 days' interest free period on new purchases and other charges. In the event, you do not pay your bill in full, interest is computed from the posting date of the transaction to the Statement date of the billing cycle and is accrued daily.

Deferred Interest

Deferred interest is shown on the Statement as "Billed Deferred Finance Charges". Deferred interest are interest charges accrued daily on new purchases and other charges and are applied only when the Total Balance Due is not paid.

Interest on Balance Transfer

Interest on balance transfer is computed from the transaction date to the Statement date of the billing cycle.

Interest on Cash Advance

Interest is charged on cash advances, cash-like transactions and related fees from the transaction date to Statement date of the billing cycle in which the transaction was posted. Cash advance done in the current cycle will be billed even if balance is paid in full by payment due date.

Credit Limit

Your credit limit is shown as part of your Statement information. Transactions that result in your balance exceeding this limit will result in an overlimit charge being applied to the account. Overlimit amounts must be paid immediately.

You may submit a request for a temporary or permanent credit limit increase by emailing creditcardmanager@myvmgroup.com or contacting our Member Engagement Centre using the information on the back of your credit card.

Lost or Stolen Credit Card

If your VMBS credit card is lost or stolen, contact us immediately by using the number printed on the back of the card or at the front of this Statement.