

Frequently Asked Questions For Credit Card

<p>What is my Credit Card limit?</p>	<p>Your credit card limit is the maximum amount which is made available on your credit card for your use. This limit is preapproved based on your income and satisfactory credit bureau report.</p>
<p>Which Channels are enabled for my Credit Card</p>	<p>Your card is automatically enabled for ATM and POS. Online (eCommerce) transactions will only be enabled upon a client's request for transactions on Local sites. Your card will not be enabled for online transactions on foreign sites.</p>
<p>Can I use my credit card abroad?</p>	<p>Credit cards are currently not enabled for international use via ATM, POS or online.</p>
<p>Is there a charge if I withdraw cash from my SCB Credit Card via an ATM?</p>	<p>There is no charge for withdrawal of cash via the ATM, however, interest on cash advance is charged at 4% of amount withdrawn from the date of withdrawal until the amount is fully settled. You will find the Terms And Conditions on our website https://www.sc.com/ng/download/Credit-Card-Terms.pdf.</p> <p>Note that a cash withdrawal via the ATM does not qualify for interest free credit period neither does it qualify for points on the 360 rewards platform. Purchases via POS and online platforms are interest free if you fully pay the amount outstanding, provided the amount is paid on or before the payment due date. Therefore, it may be costly to use your credit card to get cash out on a regular basis.</p>
<p>How can I change my statement date/payment due date?</p>	<p>Just complete our limit/billing cycle change form and send same to your branch with preferred dates. We will then let you know within 24 hours if we can change the dates, or not. More information on salary payment date may be required from you to change billing cycle</p>
<p>How many days before my payment due date will I receive a statement?</p>	<p>You'll get your statement twenty days before your payment is due. When you get your statement, please make sure you pay in time for your payment to reach us on or before the due date.</p>
<p>How can I pay my bill?</p>	<p>You can pay your bill in a range of ways including:</p> <p>Online Banking</p> <p>You can pay your bill by transferring funds from your current/savings account on online banking/ S C Mobile platforms to your credit card account</p> <p>When making a payment from SCB online;</p> <ul style="list-style-type: none"> • Select 'Credit Card Payment' under 'Payments' in the main menu. • Select account from which payment will be made • Select active card • Select payment type –One time or recurring • Select payment amount – statement balance due/Minimum due /Others • Select date • Click next <p>By Standing Instruction (SI)</p> <p>This is automatically set up when your card was issued. There are two SI payment options: the minimum amount due, the total amount due (subject to minimum payment requirements of N5,000).</p>
<p>If I have a Standing Instruction set up, can I still make additional payments?</p>	<p>If you choose to make an additional payment against a fixed payment, the fixed amount will still be taken in full. But if you make an additional payment against a minimum payment, then your payment will go down by that amount.</p>

	<p>The minimum payment is really a safety net to ensure you don't incur late payment charges. Ideally, you should still make additional payments by other means rather than sticking to the minimum each month.</p> <p>If you make an additional payment, then the payment will be reduced by the amount of the additional payment.</p> <p>Please note that any additional payment made within 3 working days prior to your payment due date will not affect your SI amount as the request will already have been sent.</p>
How much cash can I withdraw from my SCB Credit Card?	<ul style="list-style-type: none"> • On your account you have a total cash withdrawal limit of 50% of your approved credit limit and a daily cash withdrawal limit. • The daily cash withdrawal limit is N150,000 • Your total and daily cash withdrawal limit is displayed on your statement
When do I have to pay	The date your payment is due is printed on your monthly statement. The standing Instruction set up on your account will run on the due date. In case you want to make additional payment, please allow 3 working days for us to receive and process your payment.
What do I do if I think I received an incorrect bill?	If you notice any inconsistency in your bill, kindly send email to clientcare.ng@sc.com or call our 24-hour Client Care line +234 1 2704611-4. Toll free number 0800 001 2345, for it to be investigated and resolved.
I have a duplicated transaction on my statement, what should I do?	If you've made a transaction and it appears on your statement twice or more, you can either visit any nearby branch to complete a dispute/charge back form or call our 24-hour Client Care line on +234 1 2704611-4. Toll free number 0800 001 2345 , for it to be investigated and resolved.
When will I receive my statement?	You will receive your statement on your billing date once a month (as long as you have a balance). You will receive your eStatement in your email address with the bank from Global.E-Statement-MESA@sc.com .
How much will I have to repay each month?	Each month you get a statement telling you of your full outstanding balance (everything you have spent plus any interest and charges) and the amount of your minimum payment. You can pay any amount between this minimum payment and your full outstanding balance
What happens if a payment is late, missed or returned?	Your card will be stopped from further transactions for any of these situations and charged 1% flat of the due amount
What happens if my card is over the credit limit?	If your card is over limit as a result of decline in your financial status, you are required to immediately pay the difference; otherwise your next repayment would be 10% of total amount outstanding, instead of 1% minimum amount due
How does the interest free period work?	You can get up to 50 days interest free on purchases, if you pay off your balance (made on POS or Online) in full each month and spend happen on first day of the cycle
Why have I been charged cash interest when I haven't withdrawn any cash this month?	Note that we charge interest on cash transactions at a daily rate, it means that you can't avoid interest charges on withdrawing cash. We'll still charge cash interest on a cash transaction from a previous month if your payments have not been enough to cover the amount of cash that you withdrew plus the interest and fee apportioned to it. You'll also need to take into account any other transactions you have made i.e. purchases. There may also be interest due for the time between your last statement being produced and the date you received your payment.

How many cycles do We have in the bank	SCB has four Billing cycles.		
	Start	End	Payment
	5th	5th	25th
	10th	10th	30th
	15th	15th	5th
	31st	31st	20th
What is the minimum amount due on credit cards?	Minimum amount due is the amount which you pay to avoid late payment fee. Remember, you will still be charged interest on the remaining unpaid amount. Just that late fee won't be applied. Total amount due is the total money you owe.		
What is the Statement Date?	The statement date on your statement cycle is usually the same day as the last day of the billing period. This is the date your bill is actually issued, and your bill will be due twenty days after that. The statement date and the payment due date are not the same.		
What is Payment due date	Payment Due Dates: Payment is due on either 25th/30th/5th/20th of each month depending on the billing cycle set up for client.		
What is the billing cycle?	A billing cycle is recurring and is most often set to repeat on a monthly basis. For example, you may get your credit card bill on the fifth day of the month for payment or purchases done from the fifth of the previous month		
What's chargeback protection?	Chargeback is a way of getting your money back if things go wrong on your credit card purchases.		
How can I increase my credit card limit	You can increase your credit card limit by completing our Limit/Billing Cycle change form and submitting at the branch. Please note that you can only qualify if: <ul style="list-style-type: none"> • Your Credit Card is active • up to nine months of issuance • with at least one transaction in the last three months • current utilization ≤ 80% • repayment ratio over three months period should be ≥ 20% • satisfactory bureau report 		
Can my credit card be downgraded	Yes. Your credit limit can be downgraded if a serious deterioration in your credit behaviour is noticed		
What is Grace Period	A grace period is the period of time a credit card gives you to pay amount due, without having to pay interest on the new balance. The grace period runs from the end of a billing cycle to the next payment due date i.e.		
	SCB Grace Period		
	5th	25th	
	10th	30th	
	15th	5th	
	31st	20th	
Can I stop Usage of my card on any channel	You are allowed to switch On/Off eCommerce functionality on your card by calling contact centre on +234 1 270 4611-4, 0800 001 2345 and request for switch on/off of this service However, you will be unable to use card for online transactions when this functionality is switched off.		
What is a supplementary credit card?	Supplementary Cards is a privilege offered to the spouse, parents or children of the primary credit card holder.		

Who can get a Supplementary credit card?	A primary card holder can give cards to their spouse, parents, children or other loved ones.
How many supplementary cards can a primary holder get?	A primary card holder can request for a maximum of 5 credit cards per principal card
What is the limit a supplementary credit card holder can get?	The limit of the supplementary card is determined by the primary card holder but this limit will be a part of the maximum limit the primary card holder can get.
What is the minimum age for a supplementary card holder?	The minimum age limit for a supplementary card holder is 18 years.
How do I apply for a supplementary card?	The primary card holder will need to complete the supplementary card form for each supplementary card holder. Form can be downloaded from our website on https://www.sc.com/ng/help-centre/download-centre.html . The primary card holder can also speak with their Relationship Manager.
Does qualifying spend with my supplementary card increase my rewards points?	Yes. The primary applicant has the option of combining the rewards points from qualifying spends on all linked supplementary cards or having separate accounts for each supplementary card holder.
Will supplementary card holders be eligible for discounts and offers like primary card holders?	Yes. All supplementary card holders will be eligible for exclusive offers and discounts available at partnering Visa Merchant locations locally.