



### Frequently Asked Questions for Credit Card Easy Payment Plan.

<b>How do I apply for EPP?</b>	Send a request to <a href="mailto:creditcardsEPP.ng@sc.com">creditcardsEPP.ng@sc.com</a> , online banking mailbox or visit the nearest branch to apply.
<b>Is there a timeline to make the request after purchases?</b>	The request must be made within 3 days of the transaction and 5 days before the cardholder's billing date.
<b>How much can I convert to EPP?</b>	Any transaction value of N50,000.00 and above can be converted to EPP.
<b>What is the maximum amount that can be converted to EPP?</b>	The maximum amount is subject to the available credit card limit.
<b>Is there a charge for EPP and what is the interest rate?</b>	There is no charge for EPP, however, the interest rate is 1.5% per month.
<b>Can I convert cash advance to EPP?</b>	No, only POS purchase and web/online payment qualify for EPP.
<b>What is the tenure for EPP?</b>	You can choose between 3, 6, 9 or 12months
<b>How do I make repayment?</b>	EPP monthly repayment amount, will be added to each month minimum payment due and will form part of the amount to be paid for that month.
<b>Can I pay down the total EPP early?</b>	Yes, you will be required to pay the full outstanding instalment balance for the remaining periods.

<b>Can I amend the EPP tenure or amount after set-up?</b>	No, you cannot amend anything after the set up is completed.
<b>Can I have more than one EPP at a time?</b>	Yes, you can have more than one EPP program set up at a time.
<b>How do I close/ cancel EPP?</b>	You will pay off the EPP balance by making payment to your credit card and send request to <a href="mailto:creditcardsEPP.ng@sc.com">creditcardsEPP.ng@sc.com</a> via sc mobile or online banking mailbox or visit a branch to request for cancelation.
<b>What will I do if I require clarification on EPP?</b>	You can call our contact centre for resolution of this issue 01-2704611-4, Toll free 08001235000 or send email to <a href="mailto:creditcards.ng@sc.com">creditcards.ng@sc.com</a>
<b>Is the EPP restricted to purchases from only selected merchant stores?</b>	No. All purchases above N50,000.00 done via POS and web will qualify irrespective of the merchant store.
<b>Is the EPP limited to specific type of purchases?</b>	No.
<b>Can I use my entire credit card limit for EPP?</b>	Yes.
<b>Why is the EPP instalment missing from the 1st statement after EPP is set up?</b>	The EPP 1st instalment will appear in the 2nd Credit Card statement (next billing cycle) after the EPP has been set up. On the 1st statement you will notice the "EPP initial interest" charge, which is the interest from the day of the transaction until the end of the billing cycle for the period. Please note that the 1st EPP instalment will have interest from the next billing cycle.
<b>Can I cancel my card while EPP is running?</b>	If the cardholder wants to cancel his/her credit card during the instalment, he/she must first pay off all outstanding EPP balances before applying for cancellation of the credit card.