



# **CBI Visa<sup>®</sup> Platinum Card**

by Capital One

## **Questions About How the Program Works**

### **1. What is Capital One Card Lab Connect?**

Capital One Card Lab Connect is a credit card program that enables you to donate your cash rewards directly to Congregation Beth Israel (CBI).

### **2. Is the credit card issued by Capital One or Congregation Beth Israel?**

The card is issued by Capital One, and Capital One will provide all of the servicing for the account. This means you will have access to phone support, online account management, and all the other services Capital One provides its cardholders. CBI is a participant in the Capital One Card Lab Connect program.

### **3. Does CBI play a role in the approval of my credit card application?**

No. Approval is solely based upon satisfying our credit standards.

### **4. If I apply for this credit card, will anyone from CBI have access to my information?**

No. Capital One respects the privacy of its customers, so no cardholder or applicant names, card numbers, approval status, or credit lines will be shared with CBI.

### **5. Will any of my credit card information be shared with CBI?**

No. Capital One respects the privacy of its customers and will not share any sensitive information with CBI. We will not inform them if you apply, whether or not you were approved, or of any activity related to the card.

### **6. What are the terms of the credit card?**

For credit card regulatory reasons, we are not permitted to state specific terms in our marketing materials. However, detailed product terms can be found by clicking Apply Now on the Web page, or by contacting us at 1-888-717-2271.

### **7. How do the rewards work for this card?**

The rewards on the card are earned in a similar way to other cash back rewards cards. At least 1% of the amount of every purchase is put into a rewards account. At least once a quarter Capital One will automatically transfer your rewards to CBI without any processing or other fees deducted.

In addition, CBI will receive a \$50 bonus contribution when you make the first purchase with your card.

### **8. How does CBI get the rewards I've earned on the card?**

Capital One will automatically transfer the cash rewards from your account to CBI on a quarterly basis. No fees are deducted and there is no processing necessary.

### **9. How do I know the amount of the contributions I am making to the organization?**

You will be sent a quarterly confirmation letter that lists each contribution made from your card.

### **10. Can I redeem the 1% cash rewards myself instead of donating them to CBI?**

Because we only transfer your rewards at the end of each quarter, you will be able to redeem your rewards for yourself if you do so before we process the contribution.

### **11. What happens if CBI and Capital One sever their relationship?**

If Capital One's relationship with CBI ends and we no longer offer that card, we'll notify you and convert your card to a Capital One No Hassle Cash Rewards card as soon as possible. If for some reason we are unable to complete the final contribution to your organization, we will donate it to Network for Good.

## **12. How do I apply for the card?**

Return to the Web page, select your design, and click the Apply Now button.

## **13. Can I personalize the image on my card?**

If you like one of the card images on the application page for CBI's card, just select it and click Apply Now. If you'd like to create your own image card, select that option and you'll be able to upload your own image within the credit card application.

## **14. Is the "1% of purchases" contribution made from my card tax-deductible?**

The tax deductibility of your contribution is dependent on the status of your organization with the IRS. In general, if the organization is recognized by the IRS as a 501(c)3 then the contribution should be tax deductible. CBI is recognized by the IRS as a 501(c)3 organization.

Please note that the \$50 First Purchase Bonus is not tax deductible. Be sure to consult your tax advisor to determine exactly how tax laws may apply.

## **Questions About the Application Process**

### **1. When will I receive my credit card?**

Upon approval, you should receive your Capital One® card, credit line, and welcome materials by mail within 7 to 10 business days.

### **2. What will be my credit line?**

Upon approval, we will further evaluate your application and establish your full credit line. This process may take several days. We will notify you of your credit line by mail within 7 to 10 business days.

### **3. Will I get an instant decision on-line?**

Capital One will attempt to provide a decision in as little as 60 seconds or less. However, in some cases we need to collect additional information to make a decision. In addition, system availability affects our ability to make a credit decision. However, you will be notified in writing of our decision within 7 to 10 business days.

### **4. Is it safe to enter and send personal information over the Internet?**

Yes! Capital One is committed to providing secure Internet service through security and encryption technology. Since all of the information being passed through this secured site is encrypted, or in other words, encoded, only we can decipher the information you send us, and only you can decipher the information we send you.

### **5. Can I add someone to my account?**

Yes. You can simply call the number on the back of your card. Please note that to add an authorized user to your account, you must be the primary cardholder, secondary cardholder, authorized signatory/company officer, or additional business owner.

### **6. Can I have my credit card payment automatically deducted from my checking account?**

Yes. You can request to enroll in our Automatic Payment Service by calling 1-800-955-7070.

### **7. How long does it take for a balance transfer to post to my other credit card account?**

If balance transfers are approved, they will be sent to your creditors within 10 business days; allow 10 days for mailing time. Continue to make payments to creditors until you confirm that they have received the transfer payment. If you would like to check the status of your balance transfer, please contact your creditors directly.

### **8. Can I do a balance transfer over the phone?**

Yes, you can request a balance transfer by calling the number on the back of your card.