



Make the Smart Switch Frequently Asked Questions

1. Why should I sign up for this offer?

Switching to a CIBC FirstCaribbean credit card is the best option if you wish to save money in the short or long term. Benefits of the offer include:

- You will pay no interest on the balance transferred for the first 6 months
- You could save hundreds of dollars which can be used to pay for other expenses, to treat yourself or to save
- You will receive 5,000 free reward points with your Visa credit card

2. If I am an existing cardholder with a balance on my CIBC FirstCaribbean card and I transfer a balance from another bank or store, will I pay 0% interest on the entire balance for 6 months?

Your existing card balance will continue to attract interest at the current rate assigned for your product; **only** the balance transferred will be exempt from interest for 6 months.

3. Can I transfer more than one balance?

Yes, you can transfer more than one balance; however these balances will be consolidated and treated as one balance transfer and are subject to the standard adjudication and approval process.

4. How much interest will I save?

Your savings will depend on the interest rate which you were paying at the other financial services institution or store. For the 6 months of the promotion you will save all interest which would have been paid on that balance. A Sales Specialist will be able to calculate the exact savings based on your balance.

5. How do I use the 5,000 rewards points?

Rewards points can be used for a variety of redemption options based on the program in which you are enrolled. Visit www.cibcfibrewards.com if you have a Visa Gold credit card and www.visa-platinum.com/cibcfib if you are a Visa Platinum credit card customer to review and redeem your points.

6. What do I need to present in order to switch my card?

- Proof of income in the form of a job letter no older than 3 months or your last month's pay slip
- Two forms of government issued ID.
- TRN (Jamaica)
- Last three credit card statements showing the balance being transferred

Proof of address.