



INSTRUCTION CIRCULAR
NUMBER..... 118

SUBJECT 1. PROCEDURE FOR CASH ADVANCE TO VISA CARDHOLDERS 2. EMERGENCY CASH SERVICES TO GOLDEN CARDHOLDERS	PAGE 323
	DATE October 5, 1983
	QUERIES TO BCC CARD CENTRE

Vide Instruction Circular Number 112 of May 12, 1983, detailed Cash Advance procedures for VISA cardholders were advised to branches. We understand that some of our Group branches are still not offering the service to draw cash to VISA cardholders.

For the convenience of the branches, the salient features of the procedure are reproduced below. The facility to provide cash to VISA cardholders against their cards is remunerative - branches earn adequate commission on the cash advanced by them. They are also able to cover their handling charges and yet do not face a high degree risk in acceding to VISA cardholders' requests to advance cash against their cards. Authorisation of transactions for large amounts is easily obtainable over the telephone/telex and even the costs incurred by telephone/telex are reimbursed to branches. By extending this facility, branches may also develop contacts for other banking business with the VISA cardholders.

SALIENT FEATURES OF CASH ADVANCE PROCEDURE

1. This facility is available to both BCC VISA cardholders and to any other holder of an international VISA card issued by any participating VISA bank.
2. The minimum amount of advance is US\$50 or the local currency equivalent. For BCC cardholders, authorisation is not required. For other VISA cardholders, authorisation should be obtained.
3. Maximum amount : US\$250/- for BCC VISA cardholders without authorisation. For any amount over US\$250/-, prior authorisation is required. For holders of other VISA cards, the amount will be advised by BCC Card Centre from time to time.
4. Handling charges :
 - a) For BCC VISA cardholders : 2% of cash advanced
 - b) For other VISA cardholders : 0.33% of the cash advanced plus US\$1.75 per transaction.
5. Obtain authorisations from any of the following numbers :-

For BCC VISA cardholders

	<u>Phone Number</u>	<u>Telex Number</u>
London	283 5724	8811660
Abu Dhabi	332225	
Muscat	734406 734407	3317
Cairo	706315 811179	93806

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For other VISA cardholders

	<u>Phone Number</u>	<u>Telex Number</u>
London	937 8151	8952956

6. Reimbursement of amount advanced : Details of reimbursement procedure have been laid down in paragraph 1.3 of Cash Advance procedure enclosed with Instruction Circular Number 112 of May 12, 1983.
7. Reimbursement of telephone/telex charges and commission : This reimbursement is automatic. Do not calculate the commission to be recovered. At the end of each quarter, branches receive reimbursement from BCC Card Centre direct.

In addition to the above, emergency cash services are also available to VISA Golden cardholders. Reference may be made to paragraph 2 of the Cash Advance procedure enclosed with the Circular under reference.

In case branches need any further clarification or details, they should write to BCC Card Centre, 100 Leadenhall Street, London EC3A 3AD.

A. HAFEEZ

AMEER H. SIDDIKI