

## **Cargills Bank Image Card FAQ's**

1. What do you mean by Cargills Bank Image cards?

**You can customize your Cargills Bank Credit card with your preferred own Image or using an Image from Cargills Bank Image gallery .**

2. How can I apply for a Cargills Bank Image card?

**You can apply for a Cargills Bank Image card by visiting any of our Cargills Bank branches by just filling an Image card application.**

3. What type of Images I can use for my Cargills Bank Image card?

- **You can use any of your own images.**
- **You can also choose from our Cargills Bank Image card gallery.**
- **Refer to the Image Card guidelines.**

4. How will I know whether my Image is approved or rejected?

**You will be receiving a confirmation call from the bank with regards to the status of your Image.**

5. Can I upload my Image online and apply for a Cargills Bank Image card?

**No.**

6. What are the charges applicable for Cargills Bank Image card?

- **New Cards, Own images - Image Card service fee LKR 1,000/-**
- **New Cards, Gallery Images - Image Card service fee LKR 500/-**
- **Image Replacement - Image Replacement fee LKR 1,000/- (Only applicable for Existing Customer)**

7. I have lost my Cargills Bank Image card, Can I get a new card with the same Image that I used previously?

**Yes. You can replace the Image card with the same Image.**

8. Will I be charged for Image card replacement ?

**Yes. There will be a fee of Rs. 1,000/- which will be charged for the replacement card.**

9. What is the procedure to change the Image on my Image card?

**You will have to fill a new Cargills Bank Image Card application & submit to one of our branches with your new image.**

10. Can I give multiple Images to be printed in one card?

**No. Multiple images cannot be used in one card.**

11. Can I change the Image of my Cargills Debit Card?

**Image card service is available only for Cargills Bank Credit Cards.**

12. How to lodge a new Credit card application with the Image card request?

**Customer will fill the norm Credit card application and the Image card request as well. Branch assistant will lodge this as an “Image Card” stating in the norm Credit card application & in the credit card checklist.**

13. How will the Branch share customer’ s images with the Card Centre?

**They will have to share the image through any digital media to the common mobile number which will be handled by the desired Card Centre Representative with the Customer’ s NIC and Customer Image’ s REF number.**