




## Mastercard Debit An Additional Card with More Benefits!

Orco Bank introduces the Mastercard Debit Card, providing customers fast payments, worldwide acceptance and 24-hour banking. The card offers local transactions made in local currency and international payments calculated in USD. This Additional Debit card will replace your current ATM card in the near future.

### What are the new features?

- **Online Shopping:** Experience the convenience to buy online using the Debit feature.
- **Worldwide acceptance:** Your card has global access to all Mastercard POS and ATMs, anywhere the logos for Mastercard and Cirrus are displayed.
- **Contactless:** Make your everyday purchases quick and safe, with just a tap, where the Contactless symbol  is available.  
Contactless transactions can be up to ANG 100.00 or equivalent in other currency where no PIN is needed.  
A transaction above ANG 100.00 or equivalent in other currency will require a normal chip transaction with PIN. If you have reached your consecutive contactless limit of ANG 100.00, the POS terminal will request a Chip and PIN code. You can then start your Contactless transactions from zero.
- Get **priceless specials** on [www.priceless.com](http://www.priceless.com)
- **Cash-back** up to USD \$50.00 with in-store purchase where applicable (abroad).

### What is the difference between Mastercard Debit and the Maestro?

- A Maestro transaction charges your current account and is final.  
A Mastercard Debit transaction puts a hold on your account for the purchased amount until the transaction confirmation is received after 2 to 3 business days.
- Maestro may not be accepted globally whereas Mastercard Debit is accepted globally.
- With the Mastercard Debit card you can sign a chip-based transaction, while a Maestro always requires a PIN.  
**\*Note: For safety, it is not permitted to Swipe & Sign, however swipe with PIN is allowed.**

### When I make an online purchase, what Billing Address should I use?

Refer to the address you have linked to your Current Account. Make sure we have your latest address and ID information in our database for verification.

### What are my Mastercard Debit card's daily limits in ANG?

See the table on the next page for your Mastercard Debit card's daily limits.



	Retail	Student	Corporate
Online	ANG 2,500.00	ANG 1,000.00	ANG 2,500.00
ATM	ANG 5,000.00	ANG 2,000.00	ANG 10,000.00
POS	ANG 10,000.00	ANG 2,000.00	ANG 25,000.00

\* NOTE: These limits might be subject to change. In Bonaire and St. Maarten, the daily limits are the equivalent of the ANG in USD.

### How do I activate my new card? (Current customers)

To activate your Orco Bank Mastercard Debit card, please visit an ATM and use your card at the ATM machine with your existing PIN. Your Orco Bank Mastercard Debit card will automatically be activated the first time you use it.

### How do I activate my new card? (New customers)

The moment you receive your debit card it will be active. For customers abroad please call our **Customer Support** at (+599 9) 732-7070\* or email us at [customer.support@orcobank.com](mailto:customer.support@orcobank.com) to activate your card as soon as you have received it. You can also call Mastercard Global Assistance 24/7 at +636-722-7111 (or +636-722-8883 for Mastercard Debit Black). Customers in **Bonaire** can also call our branch at (+599) 717 2000 during office hours. Customers in **St. Maarten** can also call our branch at (+1) 721 544 4744 during office hours.

### Report a lost or stolen card or PIN

You must notify us AT ONCE if you suspect your card, card number, or PIN has been lost or stolen. Call us at (+599 9) 732-7070\* or use our Text Banking service to immediately Block your card, texting '**Blockcard Lost**' (to block permanently) or '**Blockcard Temp**' (to block temporarily) to '**7000**' and follow the instructions in the text banking application. *You need to be registered for this service.* Customers in **Bonaire** can also call our branch at (+599) 717 2000 during office hours. Customers in **St. Maarten** can also call our branch at (+1) 721 544 4744 during office hours.

### After office-hours assistance

In case of emergency, you can call us from Monday till Friday until 6:00PM during our extended service hours at +599 9 732-7070\*. On Saturday and Sunday, you can call from 09:00AM till 1:00PM.

When abroad please call our Customer Support at (+599 9) 732-7070\* or email us at [customer.support@orcobank.com](mailto:customer.support@orcobank.com). You can also call Mastercard Global Assistance 24/7 at +636-722-7111 (for Mastercard Debit Black card call +636-722-8883). Customers in **Bonaire** can also call our branch at (+599) 717 2000 during office hours. Customers in **St. Maarten** can also call our branch at (+1) 721 544 4744 during office hours.

### What happens to my current ATM card?

Your current ATM card will continue to work until a later date. You can use both cards simultaneously without any problem, till further notice from Orco Bank. Use your current ATM card for local payments and your Mastercard Debit for online shopping and Contactless Payments Worldwide (abroad).

For more information visit [www.orcobank.com](http://www.orcobank.com). \*Local Number Curaçao