

Common Questions and Answers About Using Your ATM/VISA[®] Debit Card outside the U.S.



Q. Will my Institution for Savings ATM/VISA Debit Card work outside of the U.S.?

A. In our ongoing effort to mitigate security risks, it is our policy to block all Institution for Savings ATM and Visa debit transactions conducted outside of the U.S. If you are planning a trip, regularly travel extensively outside of the U.S. or use your card for international purchases, please notify us of your travel dates and the countries where you will be visiting or making purchases. It is important to note that several domestic companies process payments through international companies and will therefore be declined unless we are notified. Once notified, we can have the block removed from your card to avoid any disruption in the approval of your transaction.

If your card is currently linked to a savings account only, you most likely will not be able to withdraw cash. Additionally, if it is tied to multiple accounts, cash withdrawals will in most instances be drawn from your primary account only.

Q. Will my card work at any foreign ATM?

A. No. Your Institution for Savings ATM/VISA Debit Card will only work at ATMs displaying the Cirrus and Maestro logos. You can visit the MasterCard website (www.mastercard.us) and choose the ATM locator option. From there you will be able to see all ATMs in a particular area that meet this criteria. (VISA utilizes a separate ATM Network that does not apply to Institution for Savings ATM cash withdrawals). You may also be able to get a cash advance at any bank displaying the VISA logo and you can use your debit card at any merchant displaying the VISA logo.

We strongly recommend that you are prepared with an alternative method of travel funds such as a credit card, travelers checks or cash in case your card does not work at certain establishments or in certain areas.

Q. Will I be charged fees for using my card internationally?

A. The Institution for Savings never charges you a fee for using your card. However, surcharges may be charged by other financial institutions if you use their machines. Additionally, for foreign debit card purchases you will likely be charged a fee from the merchants' network.

Q. What are my daily Point-of-Sale (POS) or cash withdrawal limits?

A. The same daily limits that you have on your card in the United States will apply internationally. Typically there is a \$500 daily ATM cash withdrawal limit and a \$1500 daily debit card point-of-sale limit. (These are in US dollars so foreign amounts may vary.)

Q. How will foreign currency exchange rates be calculated?

A. If you initiate a transaction in a foreign currency with your Institution for Savings ATM/VISA Debit Card, VISA International will convert the transaction into the U.S. dollar amount in accordance with the operating regulations or conversion procedures in effect at the time the transaction is processed.

Q. I have a Bonus Checking Account. That means that any ATM fees I incur internationally will be rebated up to \$20.00 per month, correct?

A. No. ATM surcharge refunds apply to non-IFS ATM fees and other non-proprietary ATM surcharges for domestic banks only. Fees related to international debit card transactions are not eligible for rebate.

For more information, contact Deposit Services at 978-462-3106.



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