

## ABC Bank International Travel Tips: Frequently Asked Questions

### How can I get foreign currency for a trip I am taking abroad?

You may order foreign currency at any ABC Bank store and pick up your order in two business days.

### Can I order foreign currency online?

At this time, we do not have online ordering capability for foreign currency. However, you may visit a local ABC Bank store to place an order and then pick up within two business days. (Limits may apply.)

### When traveling overseas, how will I make payments for purchase?

Send money securely to another person overseas using our ABC Bank mobile app.

### Using your Credit Card when traveling abroad

When travelling abroad, you can use your Credit Card to make purchases and obtain local currency. Please note, a 3% transactional fee will apply.

### Can I use my ABC Bank Visa Debit Card at a bank overseas to obtain local currency?

When you are travelling internationally, you can use your Debit or Credit Card to obtain local currency. Please note, ATM and currency conversion fees will apply.

### Why should I inform ABC Bank that I am traveling overseas?

To help avoid an interruption in your service, please let us know of your travel plans so we can set a travel notification on the cards you plan to use while traveling.

- Debit cards: To set a travel notification on your debit card, call 1-888-751-9000 one week in advance. If you need to call from outside the U.S. and Canada, call 1-215-569-0518.
- Credit cards: Please call X-XXX-XXX-XXXX one week in advance. If you need to call from outside the U.S. and Canada, call X-XXX-XXX-XXXX. Standard daily limits in US Dollars still apply when traveling out-of-state or overseas.

For your protection, we will continue to monitor your card activity even when a travel notification is set, and we may decline any irregular transaction that is attempted. If you encounter any issues with your debit or credit card while traveling, please call us 24/7 at the numbers provided above.

### If I have a chip card, do I still need to notify ABC Bank before I travel?

Yes. Chip technology is already being used internationally, so you'll have greater acceptance when traveling abroad. However, you should still notify us when you travel to help avoid any interruption in your card service. Please see the question above "Why should I inform ABC Bank that I am traveling overseas?" for information on setting a travel notification.

### What are the fees for using an ATM in another country?

There are several fees that you can expect to pay when using a foreign ATM, including:

- Usage fees from the owners of the ATM and ATM network
- Currency exchange fees from Visa
- Cash advance fees from your credit card company
- Non-ABC ATM usage fees from ABC Bank

### How do I get money to my child who is studying abroad?

Mobile Banking allows you to quick access to your accounts. Download the mobile banking app today.

There are several ways to manage this. Visit your local ABC Bank for the solutions that will work best for you and your child. To get you started, a few suggestions may include:

1. U.S. students studying in Canada: Open a ABC Canada Trust checking or savings account with your child. You can transfer funds from a joint ABC Bank account with your child to a joint ABC Canada Trust account.
2. U.S. students studying around the world: Open a joint ABC Student Checkings<sup>SM</sup> account at your local ABC Bank and request a ABC Bank Visa Debit Card. Parents may also purchase a ABC Go Card and transfer funds from a ABC Bank debit or credit card online 24/7.
3. Canada students studying in the U.S.: Open a joint ABC Student Checkings<sup>SM</sup> account at your local ABC Bank and request a ABC Bank Visa Debit Card. You can transfer funds from your ABC Canada Trust account to your child's ABC Bank account.
4. Other services that will help you and your child manage expenses are available.
  - ABC Go Card
  - ABC Credit Card
  - Online Banking with free Bill Pay
  - Free Mobile Banking
  - Live Customer Service at X-XXX-XXX-XXXX

### What do I need to do to make sure my ABC Bank Visa Debit Card will work in a foreign country?

There are a few things you should do before you leave the U.S. to ensure that your debit card will work in a foreign country.

1. Call us at 1-XXX-XXX-xxxx one week in advance to tell us about your travel plans; this will help you avoid any interruption in your debit card service.
2. Transfer necessary funds to your primary ABC checking account. Most foreign ATMs only allow you to withdraw cash from this account. You may not be able to access funds in a secondary checking account, savings, money market or home equity account.

Standard daily limits in U.S. dollars still apply when traveling. For your protection, we will continue to monitor your card activity even when a travel notification is set, and we may decline any irregular debit card transaction that is attempted.

### What precautions should I take to protect my finances when traveling?

Personal safety is important no matter where you are. When traveling overseas, use common sense and take precautions to reduce your risks. A few steps you can take include:

- Photocopy the front and back of your passport and your debit and credit cards before you leave on your trip. Secure the copies separately from your wallet, passport and cash.
- If you have a locked mobile phone with e-mail access, send the scanned documents to yourself.
- Carry just enough cash to cover incidentals, public transportation and tips.
- Use your credit card for big purchases, like hotel stays, transportation, car rentals, meals and shopping.
- Use caution at ATMs and try to use ones located in populated and safe areas.
- Get travel insurance before you leave. Depending on the policy, it may cover canceled flights, lost luggage, emergency medical treatment or disaster evacuation.

### How do I make a payment to a recipient overseas?

International wire transfers are typically sent out over an international communications system known as SWIFT, and settlement is arranged between individual banks. A foreign draft is like a cashier's check in local currency drawn on an account maintained by ABC Bank.

## What is SWIFT?

The Society for Worldwide Interbank Financial Telecommunication (SWIFT) is a financial messaging network exchanging messages to over 8,000 financial institutions. It was established with a mission of creating a shared worldwide data processing and communications link, and a common language for international financial transactions. SWIFT transports financial messages in a highly secure way. SWIFT cooperates with international organizations for defining standards for message format and content.

## What is the fastest method for making an international payment?

A wire transfer is more efficient than a foreign draft as funds are made available to the beneficiary sooner. To complete a wire transfer, you must know the banking information of your recipient.

## Is sending U.S. Dollars the best way to send payment to an overseas beneficiary?

Generally, it may be beneficial to send your payment in the local currency of the beneficiary (e.g., Pounds Sterling for the United Kingdom). U.S. Dollars sent to an account in a foreign currency will could take longer and incur higher bank charges than if you send the local currency. You would also be controlling the foreign exchange risk by obtaining a rate with ABC Bank, where you have a banking relationship.

## What information do I need to receive an International U.S. Dollar wire and/or a domestic wire transfer to a ABC Bank account?

You will need to provide the bank sending the wire transfer with the following information:

- Wire to ABC Bank, Wilmington, Delaware
- ABA number: xxxxxxxx
- Name of the customer whose account is to be credited
- Account number

## What information should I provide to the originator of a foreign (non-U.S. Dollar) wire payment in order to get the money into my account at ABC Bank?

- Incoming Foreign Currency Wire Payment Instructions:
- Correspondent Bank SWIFT Code: ABCXXXXXXXXXX
- Correspondent Bank Name: The ABC Bank, Wilmington, Delaware, USA
- For Further credit to: ABC Bank Store Address: Street, City, State, Country
- In Favor of Beneficiary Account Number: Your ABC Bank account number as it appears on your statement
- In Favor of Beneficiary Full Name and Full Address: Your name and address as it appears on your ABC Bank account statement

## Why do I need to use the IBAN?

Your wire payment can still be made without an IBAN (International Bank Account Number), but you should ask your European beneficiaries for it and supply it to us with the payment details. Your beneficiaries are familiar with this type of request. Failure to provide the IBAN reduces the opportunity to process the payment straight-through (STP) which may subject you to additional repair charges, and could result in return of the payment.

## Who do I contact to arrange a wire transfer in a foreign currency or get an international bank draft?

Your local ABC Bank store can assist you with arranging a wire transfer in a foreign currency or obtaining a foreign draft.

### Contact site

<https://ibm.box.com/v/ABC-Bank-Travel-Tips>

### Can I cash or deposit a check from a foreign bank that's not in American dollars?

Yes. Bring the check and valid identification to your local ABC Bank. Waiting times and fees may apply.

### When I deposit a check drawn on a bank outside of the U.S., how is it cleared?

ABC Bank can clear overseas checks in a variety of foreign currencies and U.S. Dollars using ABC Bank's network of correspondent banking relationships. Some checks are eligible for immediate provisional credit – until it is finally settled by the issuing bank – while some items must be sent out on "collection" for final payment. Collection items can take some time before payment is settled.

### What is the difference between an international bank draft, international wire and cashier's check?

International wires deliver funds electronically and are the fastest way to remit funds directly to a beneficiary. Cashier's checks are checks issued by a financial institution. The promise to pay is made by the financial institution issuing the check. International bank drafts are similar to a cashier's check, but are available in major foreign currencies.