

Conversation Guide:

Cash Advance Limit

Customer:

“Why did my Cash Advance limit stay the same when my credit limit is higher?”

- **Take the time highlight the increase that they received.**

“I'd like to first congratulate you on getting a higher line of credit! We definitely appreciate your business with Capital One throughout the last couple of months/years.”

- **Give context.**

"Getting a cash advance is considered a feature of your card and is generally recommended to be used for emergencies only.”

"To answer your question, the cash advance limit is determined during the time your account was established. The amount is a percentage taken against your total credit limit and it cannot be increased or decreased upon request. Meaning, it's not a guarantee that the cash limit will also be increased after receiving higher spending powers. However, if in any case that Capital One does decide to also increase you cash limit in the future, we'll make sure to notify you.”

- **Educate the customer about our Cash Advance terms.**

“I would like to also make you aware that a cash advance can come with fees and higher interest rates than typical purchases do. So while it may be convenient, it can be more expensive than making a purchase on your credit card.”