



Credit Card Services Frequently Asked Questions (FAQ)

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Welcome to OWL Bank! This document contains answers to frequently asked questions about our credit card products and services. For additional assistance, please contact our 24/7 customer service at **1-800-OWL-HELP (1-800-695-4357)** or email **support@owlbank.com**.

1. What types of credit cards does OWL Bank offer?

OWL Bank offers four main credit card products: (1) OWL Classic Card - our no-annual-fee starter card with 1% cash back, (2) OWL Rewards Plus - premium card with 2% cash back on all purchases and travel benefits, (3) OWL Business Elite - designed for business owners with 3% back on office supplies and telecom, and (4) OWL Platinum - our flagship card with exclusive airport lounge access and concierge services. Each card is tailored to different customer needs and spending patterns.

2. What are the current APR rates for OWL Bank credit cards?

Our APR rates vary by card type and creditworthiness. OWL Classic Card: 16.99% - 24.99% variable APR. OWL Rewards Plus: 14.99% - 21.99% variable APR. OWL Business Elite: 13.99% - 20.99% variable APR. OWL Platinum: 12.99% - 18.99% variable APR. All rates are based on the Prime Rate plus a margin determined by your credit profile. Balance transfers have a promotional rate of 0% for 12 months, then the standard purchase APR applies.

3. How do I apply for an OWL Bank credit card?

You can apply for an OWL Bank credit card in three ways: (1) Online at www.owlbank.com/apply - takes approximately 5-7 minutes and you'll receive an instant decision in most cases, (2) Visit any of our 2,400+ branch locations nationwide where a banking specialist can assist you, or (3) Call our application hotline at 1-800-OWL-CARD (1-800-695-2273). You'll need your Social Security number, annual income, employment information, and current address to complete the application.

4. What is the minimum credit score required for approval?

While we evaluate applications holistically, general guidelines are: OWL Classic Card requires a minimum FICO score of 580 (fair credit), OWL Rewards Plus requires 670+ (good credit), OWL Business Elite requires 690+ (good to excellent credit), and OWL Platinum requires 750+ (excellent credit). However, we also consider factors such as income, debt-to-income ratio, employment history, and banking relationship with OWL Bank. Students and those building credit may qualify for our OWL Starter Card with a lower score.

5. Are there any annual fees?

OWL Classic Card has no annual fee. OWL Rewards Plus has a \$95 annual fee, waived for the first year. OWL Business Elite has a \$125 annual fee with no waiver. OWL Platinum has a \$495 annual fee but includes \$300 in annual travel credits, effectively reducing the cost to \$195. Additional cardholder fees: \$0 for first authorized user, \$25 per year for each additional authorized user. Foreign transaction

fees: 0% on all OWL cards.

6. How do I activate my new credit card?

Activate your new OWL Bank credit card within 10 minutes using any of these methods: (1) Online at www.owlbank.com/activate and enter your 16-digit card number and the 4-digit security code on the back, (2) Call our automated activation line at 1-800-OWL-ACTV (1-800-695-2288) and follow the voice prompts, or (3) Use the OWL Bank mobile app by selecting 'Activate Card' from the main menu. Your card will be ready to use immediately after activation. Remember to sign the back of your card for security purposes.

7. What rewards and benefits do I earn with my OWL Bank credit card?

Rewards vary by card: OWL Classic earns 1 point per dollar (1% cash back equivalent). OWL Rewards Plus earns 2 points per dollar on all purchases, 3 points on dining and gas, plus complimentary travel insurance and cell phone protection up to \$800. OWL Business Elite earns 3 points on office supplies and telecom, 2 points on advertising and gas, 1 point on all else, plus employee cards at no extra cost. OWL Platinum earns 3 points on travel and dining, 2 points everywhere else, plus Priority Pass lounge access, Global Entry/TSA PreCheck credit (\$100), and purchase protection up to \$10,000 per claim.

8. How do I redeem my rewards points?

OWL Rewards points can be redeemed through five methods: (1) Statement credit - 10,000 points = \$100 credit, (2) Direct deposit to your OWL Bank checking account at the same 1:1 cent ratio, (3) Travel bookings through our OWL Travel Portal with a 25% bonus (10,000 points = \$125 in travel), (4) Gift cards to 200+ retailers at various redemption rates, or (5) Charitable donations to our partner nonprofits. Points never expire as long as your account remains open and in good standing. Minimum redemption is 2,500 points (\$25 value).

9. What should I do if my card is lost or stolen?

If your OWL Bank credit card is lost or stolen, immediately call our 24/7 Security Hotline at 1-800-OWL-SAFE (1-800-695-7233). You can also report it through the mobile app under 'Card Services' > 'Report Lost/Stolen.' We will immediately freeze your card to prevent unauthorized use and overnight a replacement card to your address at no charge. You are not liable for any fraudulent charges made after you report the loss. If traveling internationally, call our international collect number: +1-302-555-0199.

10. How do I set up automatic payments?

Set up AutoPay in three easy steps: (1) Log into your account at www.owlbank.com or through the mobile app, (2) Navigate to 'Payment Options' and select 'AutoPay Enrollment,' (3) Choose your payment amount (minimum payment, statement balance, or custom amount) and the bank account to withdraw from. You can schedule payments up to 5 days before your due date. Enroll by the 15th of the month for it to take effect on the next statement. AutoPay can be modified or cancelled at any time, and you'll receive confirmation emails for each automatic payment.

11. What is the credit limit increase policy?

OWL Bank reviews accounts for automatic credit limit increases every 6 months based on payment history, credit score changes, and income updates. You can also request an increase anytime after your account has been open for 90 days. To request: log into your account and click 'Request Credit Limit Increase' under Account Settings, or call 1-800-OWL-HELP. You'll need to provide current income information. Soft pull reviews (no credit score impact) are done for customers in good standing. Hard inquiries may be required for increases over 35% of current limit. Most requests are processed within

60 seconds online.

12. Does OWL Bank offer balance transfer options?

Yes! OWL Bank offers promotional balance transfers with 0% APR for 12 months on the OWL Rewards Plus, 15 months on OWL Business Elite, and 18 months on OWL Platinum card. Balance transfer fee is 3% of the amount transferred (minimum \$5). To initiate a balance transfer: log into your account, select 'Balance Transfer' from the menu, enter the creditor information and amount, and submit. Transfers typically process within 7-10 business days. You can transfer up to 75% of your available credit limit. After the promotional period, the standard purchase APR applies to any remaining balance.

13. How can I dispute a charge on my statement?

To dispute a transaction, you must notify us within 60 days of the statement date containing the charge. You can dispute through: (1) Online - Log into your account, select the transaction, and click 'Dispute This Charge,' (2) Phone - Call 1-800-OWL-HELP and select 'Dispute a Transaction' from the menu, or (3) Mail - Write to OWL Bank Disputes Department, P.O. Box 12450, Wilmington, DE 19850. Include your name, account number, transaction details, and reason for dispute. We'll issue a temporary credit within 3 business days and complete investigation within 45 days (90 days for international transactions).

14. What fraud protection features does OWL Bank provide?

OWL Bank provides comprehensive fraud protection: (1) Zero Liability Protection - you're not responsible for unauthorized charges if reported promptly, (2) Real-time fraud monitoring using AI to detect suspicious activity, (3) Instant transaction alerts via text, email, or push notification, (4) Virtual card numbers for online shopping through our mobile app, (5) Secure chip technology (EMV) for in-person transactions, (6) Ability to lock/unlock your card instantly via the app if you suspect fraud, and (7) Two-factor authentication for online account access. Our fraud detection team is available 24/7 at 1-800-OWL-SAFE.

15. How do I contact customer service and what are the hours?

OWL Bank Customer Service is available 24 hours a day, 7 days a week, 365 days a year. Contact options: (1) Phone - 1-800-OWL-HELP (1-800-695-4357) for general inquiries, 1-800-OWL-SAFE (1-800-695-7233) for fraud/security issues, (2) Online Chat - Available through www.owlbank.com or the mobile app, (3) Email - support@owlbank.com (response within 24 hours), (4) Social Media - @OWLBank on Twitter/X for quick questions (9 AM - 9 PM EST), (5) Mail - OWL Bank Customer Service, P.O. Box 12000, Wilmington, DE 19850, or (6) Branch Visit - 2,400+ locations nationwide (use our branch locator at www.owlbank.com/locations).

16. What mobile app features are available for credit card management?

The OWL Bank mobile app (available for iOS and Android) offers comprehensive credit card management: (1) View real-time balance and available credit, (2) Make payments and schedule future payments, (3) Activate or lock/unlock your card, (4) View transaction history and spending analytics by category, (5) Set up custom spending alerts and budgets, (6) Generate virtual card numbers for online purchases, (7) Check rewards balance and redeem points, (8) Upload and store receipts for business expenses, (9) Access digital card for mobile wallet payments, (10) Chat with customer service, and (11) View and download statements up to 7 years back. The app uses 256-bit encryption and biometric login for security.

17. Can I add authorized users to my account?

Yes, you can add authorized users to your OWL Bank credit card. The primary cardholder must be 18+ years old, and authorized users must be at least 13 years old (16+ for business cards). To add an authorized user: log into your account, navigate to 'Manage Authorized Users,' provide their name, date of birth, and Social Security number (optional but helpful for building their credit). The first authorized user is free on all cards except Classic (which allows 2 free authorized users). Additional users cost \$25 annually each. Authorized users receive their own card and can make purchases but cannot make account changes. You're responsible for all charges made by authorized users.

18. Does OWL Bank report to credit bureaus?

Yes, OWL Bank reports account activity to all three major credit bureaus (Equifax, Experian, and TransUnion) monthly, typically within 30 days after your statement closing date. We report: payment history (on-time or late payments), credit utilization, account age, and credit limit. Positive payment behavior helps build your credit score. Late payments (30+ days overdue) are reported and can negatively impact your score. Authorized users' activity is also reported to bureaus, helping them establish credit history. You can view your free FICO score updated monthly in your online account under 'Credit Score & Monitoring.'

Additional Resources

Resource	Contact Information
General Customer Service	1-800-OWL-HELP (1-800-695-4357)
Fraud & Security Hotline	1-800-OWL-SAFE (1-800-695-7233)
Card Activation	1-800-OWL-ACTV (1-800-695-2288)
Credit Card Applications	1-800-OWL-CARD (1-800-695-2273)
International Collect	+1-302-555-0199
Email Support	support@owlbank.com
Website	www.owlbank.com
Mobile App	iOS App Store / Google Play Store

Important Notices: All APR rates, fees, and rewards are subject to change. Please refer to your Cardmember Agreement for complete terms and conditions. OWL Bank is a member of FDIC. Credit cards are issued by OWL Bank, N.A. subject to credit approval.