



Credit Card FAQs

Credit Card Program Details

- Customers can call 1-888-999-3340 to receive assistance with their accounts.
- All cards are EMV chip enabled, contactless and support all mobile wallets.
- Both business and consumer cards can be accessed through the Card Valet app
- All new applications can be emailed to CDepartment@servisfirstbank.com or completed online through the following links:

Consumer: <https://cdepartment.secure.force.com/ccredit?name=https://www.centralbankkc.com/>

Business: <https://cdepartment.secure.force.com/credit?name=https://www.centralbankkc.com/>

Consumer Products

Online site: consumer.cardservices.bank

- No interest on purchases and balance transfers for the first 7 billing cycles on all new accounts

Platinum Card: APR Wall Street Prime rate +10.00%

No annual fee

Cash Back Rewards Card: APR Wall Street Prime Rate +8.00%

\$35 annual fee

1% cash back on all purchases with no cap. Cash back is issued as an automatic credit to the credit card account each quarter

Business Products

***Online site: business.cardservices.bank**

- Overall corporate limit with unlimited amount of authorized user cards
- Statements are consolidated with one payment due each month. Courtesy statements are also provided for each individual user.

Platinum Card: APR Wall Street Prime Rate + 12.00%

- No annual fee

Cash Back Rewards Card: APR Wall Street Prime Rate + 10.00%

- \$79 annual fee
- 1% cash back on all purchases, up to \$1,000 annually. Cash back is issued as an automatic credit to the credit card account each quarter

- All business accounts have access to Spendtrack for online expense management. *Initial invitation required with link to site for registration. If an invitation is not received ServisFirst will send as requested.

Payment Information

- One-time or automatic payments can be made by customers registered with their respective online management sites
- Automatic payments can also be setup using the auto-pay form provided.
- Payments can be made by check and mailed to the below address:
Card Services
PO Box 2711
Omaha, NE 68103-2711
- Phone payments can be made free of charge by calling -1-888-999-3340

ServisFirst Contact Information

- **Email:** CDepartment@servisfirstbank.com
- **Phone:** 1-888-831-4351
- **Address:** PO Box 1508 Birmingham, AL 35282
- **After Hours Customer Service:** 1-888-999-3340

