

ROGERS BANK CARDHOLDER AGREEMENT

This Agreement is between the Primary Cardholder and us and applies to the Account and to every Card, including mobile versions or renewal and replacement Cards that we may issue on the Account. This Agreement replaces any previous cardholder agreement provided by us to you in connection with the Account; however, the promises you made and consents you gave in your application for the Card continue to apply. Additional terms and conditions regarding the Account are set out in your application for the Card(s), the Disclosure Summary, the Welcome Kit, the card carrier and any additional disclosure documents that we may provide to you on occasion and those terms and conditions also form part of this Agreement. In this Agreement, we have used some defined terms, and we have provided the definitions below. **By signing, activating or using your Card or accessing the Account in any way, it will mean that you have read, understand and agree to the terms and conditions of this Agreement.**

1. DEFINITIONS

“Account” means the credit card account that is opened by us in the name of the Primary Cardholder.

“Agreement” means this Rogers Bank Cardholder Agreement, as it may be amended, modified, supplemented or replaced from time to time by us.

“Authorized User” means a person to whom a Card has been issued on the Account at the request and authorization of the Primary Cardholder.

“Balance” means the total amount of all Transactions, Fees (including those set out in the Disclosure Summary), interest and any other amounts payable under this Agreement, less any payments or other credits that have been posted to the Account.

“Balance Transfer” means a cash advance transaction in which you borrow money on the Account to pay an outstanding balance on another credit card and thereby transfer the outstanding balance owing on that credit card to the Account.

“Card” means a physical or mobile version of a credit card or other device or technology that enables credit card transactional functionality issued by us to a Cardholder on the Account.

“Cardholder” means the Primary Cardholder or an Authorized User.

“Cash Advance” includes a cash advance obtained inside or outside of Canada at an automated banking machine (ABM) or at a financial institution. Cash Advance also includes the use of your Card or the Account for Cash-like Transactions and Balance Transfers.

“Cash-like Transaction” means a transaction involving the purchase of items that are directly convertible to or similar to cash, including money orders, wire transfers, traveller’s cheques, and gaming transactions (including betting, off-track betting, race track wagers, casino gaming chips and some lottery tickets). Cash-Like Transactions are identified automatically for us by the merchant in accordance with the credit card network rules.

“Disclosure Summary” means the document which we provide to you that sets out the annual interest rates, fees and certain other information regarding the Account. The Disclosure Summary forms part of this Agreement.

“Fees” refers to the fees and charges applicable to the Account, except where expressly stated otherwise. The fees and charges applicable to the Account are described in the application for the Card(s), the

Disclosure Summary, the Welcome Kit or any other disclosure document that we may provide to you on occasion.

“Personal Information” means any personal information about you or that you provide to us that is subject to regulation by any Privacy Law and that is in our possession or control.

“PIN” means the personal identification number that you have selected which can be used together with your Card to make a Transaction.

“Primary Cardholder” means the person who applied for the Card and in whose name the Account has been opened by us.

“Privacy Law” means the federal Personal Information Protection and Electronic Documents Act (Canada) and any successor or replacement to that statute and any other legislation or regulation applicable to Rogers Bank concerning the protection of information about identifiable individuals.

“Purchase” means any Transaction other than a Cash Advance.

“Security Funds” means the amount of money that you have provided to us and that we hold as collateral for the payment of all or any part of the amounts that you owe to us under this Agreement, if applicable.

“Statement” means a monthly statement of account issued to you by us in accordance with this Agreement.

“Transaction” means any use of a Card, the Account or a Card together with a PIN to purchase goods or services or to make any other charges to the Account, including a Cash Advance.

“We”, “our” and “us” means Rogers Bank.

“Welcome Kit” means the package that the Primary Cardholder will receive from us with the first Card that is issued to the Primary Cardholder.

“You” and “your” means each Cardholder. If there is more than one Cardholder, “you” and “your” refer to each one of you.

2. USE OF THE CARD

You may use your Card in accordance with the terms of this Agreement for those purposes that we agree to, including paying for Purchases and obtaining Cash Advances.

When any Cardholder makes a Transaction using the Account, we are lending the Primary Cardholder the amount required for the Transaction. The Primary Cardholder authorizes us to charge that amount to the Account and promises to pay us for all Transactions made with the Account, whether or not Transaction alerts have been provided to a Cardholder with respect to the Transactions (when this service is available), whether they were made by the Primary Cardholder, an Authorized User, or someone else that a Cardholder permitted to use the Account, and for any applicable Fees, insurance or other premiums or interest. The Primary Cardholder is solely responsible for and must repay us the Balance owing on the Account.

The Primary Cardholder can add or remove Authorized Users from the Account from time to time by contacting us, although we may limit the number of Authorized Users on the Account. An Authorized User's Card number will differ from the Primary Cardholder's Card number but is part of the same Account. If the Primary Cardholder wishes to seek repayment from an Authorized User for any portion of the Balance, it is

the Primary Cardholder's responsibility to ensure that appropriate arrangements are in place. The Primary Cardholder is also responsible to ensure that all Authorized Users understand and comply with all of the terms and conditions of this Agreement and the Rogers Bank Privacy Notice (see Section 29 "Privacy and Personal Information" for more details).

Your Card may only be used by the Cardholder to whom it has been issued. If any Cardholder lends a Card to someone or allows someone else to use a Card or the Account number, the Primary Cardholder will be responsible for any amounts charged to the Account by that person, even if you intended to limit that person's use of the Card or the Account to a particular amount or particular time.

Authorized Users may use the Card or the Account in the same manner as the Primary Cardholder but are not liable to us for any amounts charged to the Account, including the amounts incurred by them.

The Primary Cardholder provides their consent for us to communicate (by telephone, mail, email, SMS text message or any other electronic communication method) with any Authorized User regarding all details and matters related to the Account. For greater certainty, this also means that we are permitted, but not obligated, to provide any Authorized User online access to the Account.

We may decline an authorization request for any Transaction at any time for any reason. We may also request additional information at any time to evaluate a Transaction request or to evaluate and adjust the rates of interest, credit limit or other features of the Account.

When any Cardholder on the Account pays for goods or services with the Account number without presenting his or her Card (such as for Purchases by telephone, mail, Internet, mobile or any other electronic method) or where a signature, PIN or password is not required, the legal effect is the same as if the Card had been presented and the sales slip was signed or a PIN or password entered.

The Primary Cardholder must sign any Card in the Primary Cardholder's name that has a signature panel as soon as they receive it and ensure that each Authorized User signs any Card in the Authorized User's name that has a signature panel as soon as they receive it. In any case, the Primary Cardholder agrees to pay all debts incurred on the Account, even if those debts are incurred: (i) prior to the activation of the Account; (ii) after the expiry of any Card; (iii) after the cancellation or suspension of Account access; (iv) after the closure of the Account; (v) or after the termination of this Agreement.

You agree that you will use your Card and the Account for personal, family or household purposes only and not for any other purpose, including for business or commercial purposes. Your Card and the Account number must not be used for any illegal or unlawful purpose, including the purchase of goods or services prohibited by the laws of Canada or any other country where the Card is used or where the goods or services are provided. We have the right to prevent your Card or the Account from being used for certain types of transactions as determined by us without advance notice to you.

All Cards are our property and must be returned to us on our request.

3. YOUR PERSONAL IDENTIFICATION NUMBER AND OTHER SECURITY CODES

We will advise you about how to select your PIN. You should select a PIN which cannot be easily guessed and which is not related to your name, address, telephone number, date of birth, social insurance number, or other personal information about you.

You agree to keep your PIN and any security codes that you create for the purposes of online Transactions or accessing information about the Account online confidential and in secure location(s) separate from your Card. You must take all reasonable precautions to ensure that no one finds out what your PIN or other

security codes are, including while you key-in your PIN at an automated teller machine or any other device. You must not share your PIN or any other security codes with anyone else.

We may permit each Cardholder to register to access the Account online.

4. LOST/STOLEN CARDS AND UNAUTHORIZED USE OF YOUR ACCOUNT

You agree that we will consider that all Transactions on the Account have been authorized by you until you advise us otherwise.

You must inform us immediately about any actual or suspected loss, theft or unauthorized use of any Cards, PINs or other security codes for the Account. You may contact us toll free at 1 855 775-2265 (or collect at 1 705 522-7412 if you are outside Canada and the U.S.) or as set out in section 30 "Contacting Us". We may take whatever steps that we consider necessary to recover any affected Card and, additionally, may report the loss, theft or unauthorized use to the appropriate law enforcement authorities.

If someone uses your Card or the Account without your authorization and you immediately report the unauthorized use of your Card to us after becoming aware of it, the Primary Cardholder is not liable for any charges incurred in connection with the unauthorized use if:

- (a) you did not knowingly contribute to the unauthorized use; and
- (b) you have used reasonable care in safeguarding your Card or the Account which includes care of any related PIN or security code.

If you do not meet the criteria specified and (a) and (b), above, the Primary Cardholder will be liable for all charges incurred in connection with the unauthorized use.

You agree to cooperate and help with any investigation that we initiate into the unauthorized use your Card or the Account that you report to us before we will consider reimbursing you for any losses. This cooperation may include filing a report with the applicable law enforcement authorities.

5. YOUR CREDIT LIMIT

Your initial credit limit is disclosed to you in your Welcome Kit and your current credit limit will be indicated on each Statement. Your credit limit is the maximum dollar amount of debt that can remain outstanding in the Account. We determine your available credit at any time by deducting the amount you then owe to us (including Transactions that we have authorized but have not yet posted to the Account) from your credit limit. We will set a limit for Cash Advances on the Account. Although we establish a credit limit, we may from time to time, and at our discretion, approve charges that cause your Balance to exceed the credit limit. This does not mean that your credit limit has changed and the Primary Cardholder remains responsible for and must pay the amount that exceeds the credit limit when due. However, we are not required to allow you to exceed your credit limit, even if we have done so in the past. If the Account is over its credit limit any time during a Statement period, you may be charged the over limit fee shown in the Disclosure Summary once per Statement period. The over limit fee may be amended by us at any time with notice to you as required by law.

Merchants may request pre-authorization for certain Transactions such as hotel or rental car reservations, and the resulting "holds" will decrease your available credit. However, if you exceed your credit limit solely as a result of holds placed on the Account, the over limit fee will not be charged to the Account. From time to time, we may invite the Primary Cardholder to apply to increase the credit limit for the Account. If the Primary Cardholder requests an increase to the credit limit, we may, at our discretion, increase the credit

limit up to the new credit limit applied for. We may decrease the credit limit of the Account at any time, without notice to you.

6. MONTHLY STATEMENTS

We will send you a Statement for each Statement period. However, we are not required to send you a Statement for a Statement period during which there have been no advances or payments on the Account and: (i) there is no outstanding Account Balance at the end of the Statement period; or (ii) you have received notice from us that this Agreement has been terminated or that your Account access has been suspended or cancelled by us due to default and we have demanded payment of the outstanding Balance. Unless you are resident in Quebec, we may not send you a Statement for a Statement period if the Account has an outstanding Account Balance of less than \$10.00 on the last day of that Statement period, there has been no activity on the Account (including Transactions or payments) during that Statement period, and no interest or Fees are being incurred on the Account, in which case we may provide you with a Statement on a quarterly basis. We are required only to provide Statements to the Primary Cardholder. To the extent permitted by law, and if you have provided your consent, we may provide Statements to you by email or in another electronic form.

You are required to review each Statement and check that the information about your Purchases, Cash Advances, interest charges and Fees is accurate. If you disagree with any item on a Statement, you agree to contact us within 30 days of the last day of the Statement period for that Statement. Please see section 30 "Contacting Us" for our contact information. Otherwise, each Statement and our records will be considered to be accurate. However, we may at any time remove from the Account any credits which have been posted in error.

7. PAYMENTS

You may pay the Account Balance in full or in part at any time. The payment due date will be shown on your Statement and will be a minimum of 21 days from the last day of the Statement period. For any payment due date that falls on a weekend or holiday, we will extend it to the next business day. You must make at least the minimum payment by the payment due date each month. You are responsible for ensuring the payment is received and applied to the Account by us by this date, even if normal postal service or electronic communication (if you requested electronic communication) is disrupted or not possible for any reason whatsoever. Payments that are sent to us by mail or made online may take several days to reach us. These payments are not credited to the Account until we have processed them and your payment has cleared. Payments, particularly those made by cheque or in a bank branch, can take more than a week to clear. All payments must be made in Canadian currency.

The minimum payment shown on each Statement will be the sum of: (i) any past due amounts; and (ii) any balance over your credit limit PLUS the greater of:

- (a) \$10.00 PLUS current interest and any other Fees (detailed in "OTHER FEES" section of the Disclosure Summary); OR
- (b) 2% of your Statement Balance (or 5% of your Statement Balance if you are resident in Quebec).

For all Cardholders, Statement Balances under \$10.00 are due in full.

If your statement balance is not paid in full by the payment due date, you must then pay interest on all Purchases and Fees (including, for greater clarity, interest) shown on that month's Statement from the Transaction date until we receive your payment for the total amount you owe. Please see section 9, "Interest Rates and Grace Periods". If you do not pay at least the minimum payment due by the payment due date

two times within a 12 month period, your Account will not be in good standing and you will be in default. Please see section 18, "Default".

8. HOW WE APPLY YOUR PAYMENTS

When we receive a payment, we will apply the payment as set out below. If you accept a special offer that provides for a different way of applying your payments, the terms and conditions of that offer will apply instead.

- (a) First, we will apply your payments to your minimum payment, in the following order:
 - (i) to any billed interest;
 - (ii) then to any billed Fees, insurance or other premiums;
 - (iii) then to any billed Transactions; and
 - (iv) then to any unbilled amounts (including unbilled Fees).

If different interest rates apply within any category noted above, we will apply your minimum payment to those amounts which bear the lowest interest rate first.

- (b) Second, after the application of your payment to your minimum payment, as set out in (a), above, we will apply the rest of your payment amounts to the remainder of your most recent Statement Balance as follows:
 - (i) we will divide your most recent Statement Balance into different buckets. All items within a bucket will have the same interest rate. For example, all items with a 19.99% interest rate will be put in one bucket and all items with a 22.99% interest rate will be put in a different bucket.
 - (ii) we will allocate the rest of your payment among each bucket in the same proportion as each bucket makes up the total remaining amount from your most recent Statement Balance. For example, if the remainder of your most recent Statement Balance is made up of 60% of items with a 19.99% interest rate, we will allocate 60% of the rest of your payment to this bucket.
 - (iii) we will then allocate your payment within each bucket in the same proportion as each amount makes up the total amount of that bucket. For example, if the same interest rate is applicable to both a Cash Advance (which never benefits from an interest-free grace period) and a Purchase, we will apply your payment against the Cash Advance and the Purchase in a similar proportionate manner.
- (c) Third, if we receive a payment that exceeds your most recent Statement Balance, we will apply any excess payment amounts to your unbilled Balance, using a method consistent with 8.(b), above.
- (d) Fourth, if your payment results in a credit balance on the Account, the credit balance will be applied to any unbilled Transactions in the order in which they are posted to the Account.

9. INTEREST RATES AND GRACE PERIODS

The interest rates applicable to your Account, other than promotional rates of interest, are shown in the Disclosure Summary and may be amended as provided in section 19 “Changes to this Agreement”. The most current interest rates will also appear on each Statement. Different rates of interest may apply to different types of Transactions. If you have balances on the Account at different annual interest rates (such as Purchases, Cash Advances or Balance Transfers), we will calculate interest in the manner set out below. Interest is added to the Account at the end of each Statement period.

How we calculate interest

For each type of interest-bearing Transaction, the applicable “daily interest rate” is the annual rate of interest that applies to the Transaction divided by the number of days in the year (365 days, except in a leap year when it is 366 days). Your Statement will show the annual rate of interest and the daily interest rate for each type of Transaction made during the Statement period for that Statement. The “average daily balance” for each interest-bearing Transaction is the sum of all daily balances for the particular type of Transaction in the Statement period divided by the number of days in the Statement period. Interest is calculated at the end of each Statement period for each type of interest-bearing Transaction by multiplying together the average daily balance for the rates and the number of days in the Statement period. The interest for each type of Transaction is added together and added to the Account Balance at the end of the Statement period.

Interest free grace period on Purchases and Fees

The number of days between the last day of the Statement period and the payment due date shown on your Statement is the grace period. There is a minimum 21 day interest-free grace period on all new Purchases and Fees (including, for greater clarity, interest) appearing for the first time on the Statement. If your new Balance is paid in full by the payment due date shown on your Statement, there will be no interest for the new Purchases and Fees. If you do not pay your new Balance in full by the payment due date, you must pay interest on the new Purchases and Fees retroactively from their Transaction date until we process your payment in full for those Purchases and Fees. For greater clarity, and as a result, interest is charged on unpaid interest. Your next Statement will include interest accrued on those Purchases and Fees from their Transaction date.

There is no interest-free grace period for Cash Advances (which includes Balance Transfers and Cash-Like Transactions). Interest will always accrue on Cash Advances from the Transaction date shown on your Statement.

Increase in Interest Rates

If you do not make your required minimum payment shown on your Statement by the payment due date shown there two times in any 12-month period, the interest rates applicable to the Account may, at our sole discretion, increase to the interest rates disclosed in the Disclosure Summary and the increased interest rates will then apply to the unpaid Balance on the Account.

10. FEES

The Fees that apply to the Account are set out in the Disclosure Summary. The Primary Cardholder agrees to pay the Fees set out in the Disclosure Summary and you authorize us to charge them to the Account. You acknowledge that we may make changes to the Disclosure Summary from time to time upon notice to you as set out in section 19 “Changes to this Agreement”.

11. ISSUES WITH MERCHANTS

If you have a complaint or a problem regarding any products or services you purchased using your Card or the Account, you must resolve the problem directly with the merchant. After you have contacted the merchant, you can contact us for further assistance if you need it. In order to avoid late charges and penalties, please continue to make payments to the Account while you are resolving the problem directly with the merchant. If you are expecting a merchant to apply a credit to the Account, then please monitor the Account closely and if the credit does not appear within 30 days, then please call us at the number noted in section 30 “Contacting Us”.

When we receive a credit from a merchant, the credit will not be treated like a payment made by you, and the credit will not count towards your minimum payment due or towards payment in full of your Balance. If you have outstanding balances on the Account accruing interest at different interest rates, the merchant credit may not necessarily be applied against the item for which you received the credit. If we have charged you any interest on a Purchase that was returned and for which a merchant credit was applied to the Account, we may not refund this interest to you.

Questions about whether any particular Transaction will be a Cash-Like Transaction should be directed to the merchant.

12. REWARDS PROGRAMS AND OTHER CARD BENEFITS AND SERVICES

We may make certain benefits and services associated with your Card available to you. This may include insurance coverage, rewards programs and extended warranty programs. Some of these benefits and services are features of your Card and are described online at rogersbank.com or, in the case of insurance, in the insurance certificate. There are other optional services that you may enroll in or purchase separately. Some of these benefits and services may be supplied directly to you by third parties. You agree to the additional terms and conditions set by those third parties that apply to the Card benefits and services they supply directly to you. We are not liable for any benefits or services that we do not directly supply to you. You must deal directly with the third party regarding any dispute about any Card benefits or services they supply directly to you.

In some cases, a rewards program may be provided with a Card and, in some situations at no additional cost to you. The principal features of any applicable rewards program will be described in the Welcome Kit. If you wish to see a complete set of the terms and conditions that apply to a particular rewards program, you may view them online at rogersbank.com/legal or you may call us at the number noted in section 30 “Contacting Us”. Rewards programs may be subject to cancellation or change, all in accordance with the terms and conditions that apply to that rewards program and applicable law.

Rogers World Elite Mastercard accounts must have an annual minimum spend (i.e. the total of Purchases made, less any Purchase returns) of at least \$15,000 posted to the Account during each annual review period in order to maintain your eligibility for the Account. An annual review period commences on August 1st of a year and ends on July 31st of the following year. If you have not maintained the annual minimum spend during an annual review period, we reserve the right to switch the Account to another Rogers Bank credit card product on or after November 1st in the next ensuing annual review period without any impact to the rewards earned up to the date of the switch. This means that you may lose the insurance coverages and other premium benefits that are exclusive to the Rogers World Elite Mastercard account and that you will be switched to the new card's rewards program. Accounts open for less than 18 months prior to the end of any annual review period will not need to meet the annual minimum spend requirement for that annual review period.

13. PROMOTIONAL OFFERS

From time to time, we may make special offers available to you including granting you lower interest rates on portions of your Balance, the ability to skip payments or extend your payment due dates, or other promotional payment plans. We will explain the terms and conditions of these promotional offers at the time that we make these offers available to you. A special offer may be for a limited period and will contain additional terms and conditions. These additional terms and conditions may temporarily override the terms and conditions of this Agreement. If you accept a special offer, you will be bound by the terms and conditions that apply to the special offer. Once the special offer expires, all of the terms and conditions of this Agreement will once again apply.

14. SECURITY FUNDS

You may be asked to provide us with Security Funds before or after the Account is opened. By providing us with the required Security Funds and accepting the terms and conditions of this Agreement, you agree that if you breach any term or condition of this Agreement, you authorize us to set off (and effect compensation if you are resident in Quebec) and apply those Security Funds against any amounts you owe to us under this Agreement. We can do all of this without notifying you or sending you a demand for payment. You also agree that:

- (a) the Security Funds do not constitute a deposit with us (and are therefore not insured under the Canada Deposit Insurance Corporation Act) and will be held in an unsegregated account at a financial institution of our choice; and
- (b) you have no right at any time to access or withdraw any Security Funds, except in the circumstances described below for returning any remaining Security Funds.

You represent and warrant to us that there are no legal or bankruptcy proceedings against you that might affect our ability to hold, withdraw or apply any Security Funds you have provided to us and you agree that you have not transferred, and will not transfer or offer any interest in, any Security Funds to anyone else, except us. Any interest earned on the Security Funds will become our sole property. We will return any remaining Security Funds to you at your last known address in our records within 60 days of the closing of the Account or the date of payment in full of all amounts you owe to us under this Agreement, whichever comes last.

15. CREDIT BALANCES

We do not pay interest on any credit balances. You acknowledge that credit balances are not deposits and are therefore not insured under the Canada Deposit Insurance Corporation Act.

16. FOREIGN CURRENCY CONVERSION

Transactions on the Account will be billed in Canadian currency. Transactions in a foreign currency are converted to Canadian dollars at the rate established by Mastercard International in effect on or after the date of the Transaction and no later than the date the Transaction is posted to the Account (which may not be the same date as the date of the Transaction). The rate that applies to amounts charged to the Account (“debits”) may be different than the rate that applies to amounts credited to the Account (“credits”), as the rates established by Mastercard International are different for debits and credits and such rates are subject to change from time to time. This means that if you make a Purchase in a foreign currency (a debit) and then return the Purchase and the merchant credits your Account (a credit), the Canadian Dollar amount debited to the Account for the Purchase may be different (and could be higher) than the Canadian Dollar amount credited to the Account for the Purchase return. We will also charge you the foreign currency

conversion fee as set out in the Disclosure Summary. We will not refund any part of a foreign currency conversion fee on Purchase returns.

17. RENEWAL AND REPLACEMENT CARDS

You authorize us to send you a renewal or replacement Card before your current Card expires. You also agree that from time to time, at our discretion, we may send you a replacement Card that is governed by terms and conditions that differ from the terms and conditions set out in this Agreement. You must destroy any Cards that have expired or that we have replaced by cutting them through the magnetic stripe and, if the Card has a chip, by also cutting through the chip.

18. DEFAULT

If you do not make your minimum payment by the due date two times in any 12-month period, the interest rate(s) will increase as disclosed in the Disclosure Summary and the applicable increased interest rate(s) will apply to all of your unpaid Balance.

You will be considered to be in default of this Agreement if:

- (a) you do not make your required minimum payment by the payment due date any two times in a 12-month period;
- (b) you or any Authorized User on the Account does not comply with any term or condition of this Agreement;
- (c) you provide any incorrect or misleading information in any application for a Card;
- (d) you become bankrupt or insolvent; or
- (e) you or any Authorized User on the Account uses the Account in a manner that is prohibited by us or by law or in an inappropriate manner.

If you are in default under this Agreement, the Balance will become due and payable on demand from us.

The following is a required clause and applies only to Cardholders who are residents of Quebec:

“Before exercising our right to demand immediate payment of the Balance, we will forward you a notice in writing and unless we are exempted in accordance with section 69 of the General Regulation, we will forward you a statement of account.

Within 30 days following your receipt of the notice and, where necessary, the statement of account, you may: (a) either remedy the fact that you are in default; (b) or present an application to the court to have the terms and conditions of payment prescribed in this contract changed.

It is in your interest to refer to sections 104 to 110 of the Consumer Protection Act (chapter P-40.1) as well as to section 69 of the General Regulation made under that Act and, where necessary, to communicate with the Office de la protection du consommateur”.

If you are in default under this Agreement, we may also:

- terminate or restrict your rights under, and modify any terms of, this Agreement;
- increase the minimum payment that you must make until further notice;

- require that you and any Authorized User return all Cards;
- offset balances from any other account or facilities you have with us and use it to pay the amount that you owe us, all without notice to you;
- exercise all other rights and remedies that are available to us at law; and
- require you, unless you are a resident of Quebec, to pay all legal expenses (including the fees of our internal legal counsel) we reasonably incur to collect or attempt to collect the amount that you owe to us.

Our failure to exercise any of our rights when you are in default does not mean that we cannot or will not exercise those rights later or upon another default.

19. CHANGES TO THIS AGREEMENT

We may propose to make changes, either permanently or temporarily, to any of the terms of this Agreement, including any interest rate(s) and Fee(s), or replace this Agreement with another agreement at any time. We will give you written notice of a proposed change and any other information required by law, at least 30 days before the effective date of the change. We will notify you of changes by any method allowed by applicable law, including by sending you a written or electronic notice. We will send any mailed notices to the most recent address for the Primary Cardholder that you gave us. Any change to this Agreement may apply to your existing Balance. Except for changes to your annual interest rates or changes to the amount chargeable as membership or renewal fees or as replacement fees for a lost or stolen Card, you may refuse the change by terminating this Agreement pursuant to section 21 below and closing the Account without cost, penalty or cancellation indemnity by notifying us prior to the effective date of the change. If you use or keep the Account after the effective date of the change, we will consider that you have accepted the change.

20. CHANGING YOUR ADDRESS OR OTHER INFORMATION

You must provide us with prompt notice of any change in your address and, if you have chosen to receive electronic notifications regarding your Statements and other related correspondence by email, your email address. You should also notify us if other information relating to your contact information changes. In cases where different terms and conditions (including Fees) apply to residents of different provinces or territories, we will rely on the information you provide to us in applying those terms and conditions of this Agreement. You represent that the address you have provided to us is your correct and current address.

21. TERMINATION OF THIS AGREEMENT OR CANCELLATION/SUSPENSION OF ACCOUNT ACCESS

The Primary Cardholder may terminate this Agreement at any time by contacting us and requesting that we close the Account. We may require that the Primary Cardholder provide us with written notice of their request to have the Account closed. When we receive the Primary Cardholder's request to have the Account closed, we will close the Account and cancel all of the Cards issued on the Account, but the termination of this Agreement will only take effect when you have repaid all amounts owing on the Account to us. Also, we may require that you return all Cards issued on the Account to us.

Unless otherwise required by applicable law, we may terminate this Agreement or cancel or suspend access to the Account at any time with or without a reason and without telling you in advance. If we terminate this Agreement or cancel or suspend access to the Account, you must pay all amounts owing on the Account to us, stop using all Cards issued on the Account and return all Cards to us. We may deduct any amounts owing on the Account from any other account you have with us and use them to pay the amount owing on the Account, without notice to you.

Even if we or the Primary Cardholder have terminated this Agreement or we have cancelled or suspended access to the Account, the Primary Cardholder will continue to be responsible for paying the full Balance owing to us, including the amount of any Transactions authorized before the termination of this Agreement or before the Account access cancellation or suspension occurs and the amount of any Fees, interest and other increases to the Balance which are posted to the Account after the termination of the this Agreement or after the Account access cancellation or suspension occurs. The Primary Cardholder's obligations under this Agreement continue until all amounts that the Primary Cardholder owes us have been paid in full.

22. PRE-AUTHORIZED PAYMENTS

You are responsible for providing a merchant with adequate, correct and up-to-date information for any pre-authorized payment Transactions you wish to be charged to the Account, including advising a merchant if your Card number or Card expiry date changes. We are not liable if any pre-authorized payment Transactions cannot be posted to the Account and you are still liable to the merchant for those Transactions. If you want to stop any pre-authorized payment Transactions, you must contact the merchant first and then verify that they have followed your instructions. After you have contacted the merchant to cancel your preauthorized payment arrangements, you can contact us for further assistance if you need it.

Certain merchants may register with Mastercard Worldwide Inc. to receive automatic updates regarding the Account such as changes to the Account number, Card expiry date and the status of the Account. Unless you opt-out by calling us at 1 855 775-2265 (or collect at 1 705 522-7412 if you are outside Canada and the U.S.), those merchants will continue to receive those updates. Since not all merchants will register to receive this service from Mastercard Worldwide Inc., you remain responsible for updating merchants with whom you have set up pre-authorized payments.

23. ELECTRONIC COMMUNICATIONS

If you have chosen to receive your Statements and related Account correspondence from us electronically, any documents sent by us to you electronically will be deemed, for legal purposes, to have been provided "in writing" and signed and delivered by us. Similarly, we may rely upon any instructions that we receive electronically which we believe have been provided by you (the Primary Cardholder) to us, such as electronic requests for changes to your credit limit.

24. GOVERNING LAW

This Agreement will be governed and interpreted in accordance with the laws of the province or territory in Canada in which you reside and the laws of Canada, as applicable. In the event of a dispute between you and us, you agree that the courts in the province or territory where you reside will have exclusive jurisdiction over any dispute arising in connection with your Card, the Account or this Agreement.

25. LIMITATIONS ON OUR LIABILITY

We will not be liable to you for any damages (including special, indirect and consequential damages) that may arise in connection with your Card, the Account or this Agreement if, for any reason, your Card or your Account number is not accepted, or for any other reason you are unable to use the Account, even if we knew that damage was likely or that the damage was a result of our negligence or the negligence of our employees, agents or representatives.

We may use affiliates and service providers that are located outside of Canada to process applications, information, and transactions in connection with credit card accounts, including the Account. If an affiliate and/or a service provider cannot or will not process any Transaction in connection with the Account by reason that the affiliate or service provider may suffer legal and/or reputational risks or that the affiliate or

service provider may, by doing so, violate any law, regulation, rule or internal policy applicable to it if it completes such Transaction, then we may be unable to complete the Transaction. In such event, neither we nor our affiliates or service providers will be liable in respect of any such incomplete Transaction.

26. ASSIGNMENT

We may sell, assign or transfer any or all of our rights or obligations under this Agreement without notice to you and we may disclose information about you and the Account to the person or entity to which we make any such sale, assignment or transfer. You may not assign any of your rights or obligations under this Agreement.

27. SEVERABILITY

If any provision of this Agreement is unenforceable in any jurisdiction, such provision will, as to such jurisdiction only, be ineffective only to the extent of such unenforceability, without invalidating the remaining provisions of this Agreement.

28. LANGUAGE CLAUSE

The parties hereto have expressly requested that this Agreement and all documents related hereto be drawn up and signed in the English language only. Les parties aux présentes ont expressément demandé que cette convention ainsi que tous les documents s'y rapportant soient rédigés et signés en langue anglaise seulement.

29. PRIVACY AND PERSONAL INFORMATION

If we suspect there is fraud on the Account, you authorize us to communicate with any Cardholder by telephone, mail, email, SMS text message or any other electronic communication method.

Personal information about you is collected, used and disclosed in accordance with the Rogers Bank Privacy Notice and you agree to all of this. As described in the Rogers Bank Privacy Notice, Personal Information, including your credit and related financial information, may be shared between us and our affiliates, service providers, credit bureaus and reporting agencies, businesses and financial institutions with whom you have had or may have a financial relationship and other references you have provided to us for the purposes of obtaining a credit information report or related financial history about you, verifying your current and ongoing creditworthiness and other information you have given to us and providing credit information to potential creditors, credit bureaus, and credit reporting agencies.

Your Personal Information may also be shared with parties connected with the contemplated or actual financing, insuring, sale, securitization, assignment or other disposal of all or part of our business or assets (including the Account and any agreement to which it relates) for the purposes of determining whether to proceed or continue with such transaction or business relationship, fulfilling any reporting or audit requirements to such parties and the use and disclosure by such parties for substantially the same purposes as described herein.

If you do not want us to use or disclose your Personal Information for this purpose, please contact us at 1 855 775-2265 (or collect at 1 705 522-7412 if you are outside Canada and the U.S.).

Since we use service providers in the United States of America to provide and store personal information, disclosure of Personal Information may be subject to disclosure under the laws of the United States of America.

29. CONTACTING US

If you have any questions, complaints or concerns or about the Account, you can contact us as follows:

Rogers Bank
PO Box 57130
RPO Jackson Square
Hamilton, ON L8P 4W9
Attention: Customer Care
Tel: 1 855 775-2265 (or collect at 1 705 522-7412 if you are outside Canada and the U.S.)

30. COMPLAINT RESOLUTION

We value your business and are here to help you. There are a variety of ways you can express your concerns about your experience with us. We encourage you to get in touch with us by regular mail, email or telephone. Our escalation process is below.

Step 1: Contact Customer Care

This is your first touch point. You can contact our Customer Care team by email, telephone or regular mail as follows:

Tel: 1 855 775-2265 (or collect at 1 705 522-7412 if you are outside Canada and the U.S.)

Mail: Rogers Bank
PO Box 57130
RPO Jackson Square
Hamilton, ON L8P 4W9

Attention: Customer Care

Our agents have the tools, support and training to quickly understand and resolve complaints or concerns. Please note the name of the person you speak to for future reference, in case you wish to follow up on the discussion.

If you are writing to us, please make sure you include:

- the nature of your complaint and relevant details;
- the identity of anyone with whom you have already discussed your concerns, and;
- your contact information so we may reach you.

We will conduct an investigation of your complaint and contact you promptly to gather more information. We will do our best to resolve the issue to your satisfaction.

If you are not satisfied with the response of our front line agent who handles your contact first, you may request to have your concern escalated to a supervisor who will speak to you about your concern.

Step 2: Contact the Management Office

If your complaint is not resolved to your satisfaction within step 1, you may ask to have your concern escalated to the Manager level and/or above. Within 90 days of receiving your complaint, we will provide

to you either our proposed resolution of your complaint or contact you to give you an estimate on when we will be able to provide a proposed resolution of your complaint.

Step 3: Contact Rogers Bank Ombudsman

Most concerns are resolved before they reach this step; however, if you are still not satisfied with the outcome of your complaint after the Management Office proposes a resolution, please contact the Rogers Bank Ombudsman office as follows:

Email: RogersBankOmbudsman@rci.rogers.com

Fax: 416 935-6304

Mail: Rogers Bank
Office of the Ombudsman
333 Bloor Street East, 5th Floor
Toronto, ON M4W 0A1

Step 4: Independent Support

If the steps listed above have not resolved your concern or complaint to your satisfaction or 90 days have elapsed since we received your complaint, you may contact the Ombudsman for Banking Services and Investments by phone or in writing as follows:

Toll-free Telephone: 1 888 451-4519

TTY Telephone: 1 855 TTY-OBSI (1 855 889-6274)

GTA Telephone: 416 287-2877

Toll-free Fax: 1 888 422-2865

GTA Fax: 416 225-4722

Email: ombudsman@obsi.ca

Mail: Ombudsman for Banking Services and Investments
20 Queen Street West, Suite 2400
P.O. Box 8
Toronto, ON M5H 3R3

If you have a complaint about any obligation of Rogers Bank under a consumer provision of the Bank Act, you may file a complaint with the Financial Consumer Agency of Canada ("FCAC") as follows:

Toll-free Telephone: 1 888 461-3222 (English)

Toll-free Telephone: 1 888 461-2232 (French)

TTY Telephone: 1 866 914-6097 (613 947 7771)

Toll-free Fax: 1 866 814-2224

Mail: Financial Consumer Agency of Canada
6th Floor, Enterprise Building
427 Laurier Avenue West
Ottawa, ON
K1R 1B9

Please visit www.fcac-acfc.gc.ca for more information about FCAC.