

CHATR MASTERCARD AND CHATR SECURED MASTERCARD - REWARDS PROGRAM TERMS AND CONDITIONS

These Terms and Conditions form a legal agreement between the Primary Cardholder and Rogers Bank™ and govern the Primary Cardholder's participation in the Chatr™ Mastercard® and Chatr Secured Mastercard Rewards Program. Please read these Terms and Conditions carefully. The Primary Cardholder will find important information about the Program, including how to earn and redeem Rewards.

1. Definitions

"Account" means the Chatr Mastercard or Chatr Secured Mastercard credit card account that is opened in the name of the Primary Cardholder.

"Card" means a physical or mobile version of a Chatr Mastercard or a Chatr Secured Mastercard credit card or other device or technology that enables credit card transactional functionality issued by us to a Cardholder under the Account.

"Cardholder Agreement" means the Roger Bank Cardholder Agreement the Primary Cardholder has entered into with us that governs the Account.

"Chatr Rewards Account" means the nominal account that we open and maintain in the Primary Cardholder's name for the crediting and debiting of the Rewards earned in connection with the Program.

"Chatr Secured Rewards Account" means the nominal account that we open and maintain in the Primary Cardholder's name for the crediting and debiting of the Rewards earned in connection with the Program.

"Eligible Purchase" means any purchase made using a Card as the method of payment, excluding: (i) Cash Advances; (ii) Cash-Like Transactions; (iii) Balance Transfers; (iv) interest; (v) Account payments; (vi) insurance and other premiums; (vii) Fees and (viii) purchases of goods or services made with merchants categorized as offering goods or services that are non-discountable or excluded by law, or purchases of goods or services prohibited by the laws of Canada or any other country where any Card is used or where the goods or services are provided. The list of exclusions to an Eligible Purchase is subject to change.

"Mastercard Pay with Rewards" means the redemption functionality offered to the Primary Cardholder by Mastercard International Incorporated that can be used to redeem Rewards for any Eligible Purchase.

"Net Purchases" means all purchases charged to the Account less returns and, for greater certainty, excludes (i) Cash Advances; (ii) Cash-Like Transactions; (iii) Balance Transfers; (iv) interest; (v) Account payments; (vi) insurance and other premiums; (vii) Fees; and (viii) purchases of goods or services made with merchants categorized as offering goods or services that are non-discountable or excluded by law, or purchases of goods or services prohibited by the laws of Canada or any other country where any Card is used or where the goods or services are provided.

"Primary Cardholder" means the person who applied for the Card and in whose name the Account has been opened.

"Program" means the Chatr Mastercard and Chatr Secured Mastercard Rewards Program that allows the Primary Cardholder to earn Rewards.

"Rewards" means a certain percentage of Net Purchases charged to the Account.

"Terms and Conditions" means these Chatr Mastercard and Chatr Secured Mastercard Rewards Program Terms and Conditions.

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

All other capitalized terms in these Terms and Conditions have the meaning given to them in the Cardholder Agreement. For avoidance of any doubt, for the purposes of these Terms and Conditions, all such capitalized terms refer only to the Card (and not to any other credit card that may also be covered by the Cardholder Agreement).

2. Cardholder Agreement

The Primary Cardholder understands and agrees that all of the terms and conditions of the Cardholder Agreement form part of these Terms and Conditions. If there is a conflict between these Terms and Conditions and the Cardholder Agreement, these Terms and Conditions will govern to the extent necessary to resolve the conflict.

3. Acceptance of these Terms and Conditions

If the Primary Cardholder activates, signs or uses their Card, it will mean that the Primary Cardholder has read these Terms and Conditions and that the Primary Cardholder has understood and agreed to everything written here. The Primary Cardholder must ensure that all Authorized Users understand and comply with all of these Terms and Conditions and the Rogers Bank Privacy Notice. Notwithstanding any other section of these Terms and Conditions, publication of any type of material containing the current version of the Terms and Conditions and the posting of the current version at www.rogersbank.com shall be deemed notice to the Primary Cardholder and all Authorized Users of such Terms and Conditions.

4. Eligibility

The Primary Cardholder is eligible to register for and participate in the Program once we have opened the Account for the Primary Cardholder. The Program is offered at no extra cost to the Primary Cardholder and is in addition to the other benefits that come with the Card. Only one Chatr Rewards Account or Chatr Secured Rewards Account will be set up for each Account. In other words, all Rewards earned by both the Primary Cardholder and any Authorized User will be credited to the one Chatr Rewards Account or Chatr Secured Rewards Account.

5. Earning Rewards

Rewards are earned on all Net Purchases. Rewards are earned on a per-transaction basis and are accumulated into the Chatr Rewards Account or Chatr Secured Rewards Account on a daily basis for redemption, as long as the Account is in good standing.

Rewards for a Chatr Rewards Account will be calculated as follows:

- 1.0 points for every dollar (\$1) of Net Purchases (which is equal to a Rewards value of 1.00%); and
- 3 points for every dollar (\$1) of all Chatr/Rogers spend (which is equal to a Rewards value of 3.00%).

Rewards for a Chatr Secured Rewards Account will be calculated as follows:

- 0.5 points for every dollar (\$1) of Net Purchases (which is equal to a Rewards value of 0.50%); and
- 1 point for every dollar (\$1) of all Chatr/Rogers spend (which is equal to a Rewards value of 1.00%).

In all cases, Rewards are calculated on the Canadian dollar amount of Net Purchases.

Rewards earned are reflected as soon as the next business day in the Chatr Rewards Account or Chatr Secured Rewards Account which can be viewed online by logging into the Chatr Rewards Account or Chatr Secured Rewards Account through www.rogersbank.com and selecting Chatr Mastercard Rewards or Chatr Secured Rewards or in the Mastercard Pay with Rewards mobile app.

Rewards credited to the Chatr Rewards Account or Chatr Secured Rewards Account on any Purchase made with a Card or the Account that is subsequently returned will be adjusted and reflected in the Chatr Rewards Account or Chatr Secured Rewards Account as soon as the next business day. The Chatr Rewards Account or Chatr Secured Rewards Account balance will be reduced by the number of Rewards equivalent to the amount originally credited. The Primary Cardholder should be aware that, in some cases, the Chatr Rewards Account or Chatr Secured Rewards Account balance may become negative.

We accept no liability for any errors in the Rewards balance in the Chatr Rewards Account or Chatr Secured Rewards Account. If any Rewards are awarded to the Chatr Rewards Account or Chatr Secured Rewards Account in error, we reserve the right to deduct the number of Rewards awarded in error at any time and without notice. We are not obligated to honour a request to redeem Rewards added to the Chatr Rewards Account or Chatr Secured Rewards Account in error.

In the event of a dispute about the amount of Rewards earned, redeemed or deducted, our record of all Rewards shall be considered conclusive. The Primary Cardholder must notify us of any discrepancy at 1 855 775-2265.

Alternatively, the Primary Cardholder may notify us by mail at the following address:

Rogers Bank
PO Box 57130
RPO Jackson Square
Hamilton, ON L8P 4W9
Attention: Customer Care

6. Bonus Rewards

From time to time, we may offer bonus Rewards to the Primary Cardholder. The terms and conditions applicable to any such offers would be communicated to the Primary Cardholder separately.

In addition, as our customer, the Primary Cardholder may be offered a special opportunity to earn Rewards via our special affiliations and relationships with business partners from time to time. The terms and conditions and any additional new terms and conditions that accompany any such offer will be applicable.

7. Redeeming Rewards

Rewards can be redeemed towards Eligible Purchases starting at \$20.00 CAD. To redeem Rewards, log into the Chatr Rewards Account or Chatr Secured Rewards Account through www.rogersbank.com or through the mobile application. The mobile application may not be available on all devices and is subject to additional terms and conditions. Rewards will be redeemed up to the full amount of each Eligible Purchase or the cash value of the Chatr Rewards Account or Chatr Secured Rewards Account, whichever is less.

Only the Primary Cardholder is authorized to log into the Chatr Rewards Account or Chatr Secured Rewards Account and redeem Rewards. However, the Primary Cardholder may elect to have Rewards credited to their own Card, or to any Authorized User's Card.

Reward redemptions are reflected as soon as the next business day in the Chatr Rewards Account or Chatr Secured Rewards Account and, on a monthly basis, as credits on Chatr Mastercard or Chatr Secured Mastercard Statements.

Rewards redemptions do not count towards the monthly minimum payment on the Account. The Primary Cardholder is responsible for paying the minimum amount which appears on each Statement.

The Primary Cardholder may also redeem Rewards in the form of an annual statement credit to the Account by calling us at 1 855 775-2265. The Primary Cardholder must request an annual statement credit for each year that they wish to receive it by December 1st of that year. Annual statement credits will be awarded in January of the following year and the amount credited will be the total dollar value of the balance of the Chatr Rewards Account or Chatr Secured Rewards Account as of the date the credit is issued to the Account.

If the Primary Cardholder resides in Quebec, they may also redeem their Rewards in the form of a cash payment by calling us at 1 855 775-2265. The Primary Cardholder must request a cash payment for each year that they wish to receive it by December 1st of that year. Annual cash payments will be awarded in January of the following year and the amount awarded will be the total dollar value of the balance of the Chatr Rewards Account or Chatr Secured Rewards Account as of the date the credit is issued to the Primary Cardholder.

8. Use of Personal Information

We may exchange Program and Account related information with other parties, such as participating partners, merchants or service providers, as required to administer the Program. All collection, use or disclosure of personal information shall be in accordance with the Rogers Bank Privacy Notice that is available at www.rogersbank.com.

9. Tax

Any federal and/or provincial tax liability and reporting obligations for any taxes (including but not limited to personal and business income tax reporting) arising from the accrual of Rewards is the Primary Cardholder's responsibility and we are released of all liabilities in this regard. The Primary Cardholder understands that we will not issue tax receipts.

10. Changing the Program and these Terms and Conditions

We may change the Program and these Terms and Conditions, in whole or in part, at any time by giving the Primary Cardholder written notice of the change not less than sixty (60) days (or such longer or shorter period as required by applicable law) prior to the effective date of the change. Program changes may include, but are not limited to, changes to the way in which we calculate Rewards, the amount of maximum earnable Rewards or what are Eligible Purchases.

11. Death and Divorce/Separation

When we are made aware of the Primary Cardholder's death, the Chatr Rewards Account or Chatr Secured Rewards Account will be closed and the Rewards then at credit in the Chatr Rewards Account or Chatr Secured Rewards Account (including all Rewards earned pursuant to Section 5. of these Terms and Conditions on Net Purchases during the Account Statement period in which that death has occurred and posted by us to the Chatr Rewards Account or Chatr Secured Rewards Account pursuant to Section 5. of these Terms and Conditions) will be redeemable (and only if there are any residual Rewards left after such Rewards are first applied by us to any Balance owing by the Primary Cardholder on the Account) by the Primary Cardholder's estate.

Rewards at credit in the Chatr Rewards Account or Chatr Secured Rewards Account are not at any time divisible in the case of separation or divorce.

12. Miscellaneous

Rewards do not expire as long as the Account remains open. Rewards can only be redeemed if the Account is in good standing.

Any abuse of the Program's privileges, failure to follow its terms, or misrepresentation may result in us terminating the Primary Cardholder's and all Authorized Users' participation in the Program and such termination may result in the loss of accumulated Rewards. From time to time, it may be necessary for us to restrict, suspend or otherwise alter aspects of the Program, with or without notice.

Rewards are not refundable, exchangeable, and have no cash value. Rewards may not be resold, pledged or hypothecated in any way.

The Program is void where prohibited by federal, provincial or municipal law.

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