

**1. DEFINITIONS**

**Bank:** National Bank of Canada (or “us” “we”);  
**CAA:** Canadian Automobile Association;  
**CAA Club:** one of the following eight CAA affiliated automotive clubs across Canada: Alberta Motor Association, Saskatchewan Motor Club Services Limited, The Manitoba Motor League, CAA North & East Ontario, CAA South Central Ontario, CAA Niagara, CAA Atlantic Limited and CAA-Quebec;  
**CAA Dollars:** the currency which can be spent only at CAA Clubs. One CAA Dollar equals \$1.00 (CAD) when redeemed and spent with a CAA Club;  
**CAA Membership Account:** the CAA Club membership account maintained by a CAA Club and associated with the Primary Cardholder;  
**Cardholder:** the Primary Cardholder plus any additional individual to whom a Credit Card has been issued by the Bank;  
**Credit Card:** the National Bank CAA Rewards Mastercard Credit Card;  
**Preferred Partner:** a retailer or other entity offering CAA Dollars for a CAA Club;  
**Primary Cardholder:** the individual who applied for the Credit Card and who is responsible for the payment of amounts resulting from the use of the Credit Card (“you”); and  
**Program:** the National Bank CAA Rewards Mastercard program.

**2. ACCEPTANCE OF TERMS AND CONDITIONS**

By the first use of a Credit Card, you agree to be bound by these terms and conditions which replace any previous terms and conditions regarding the Program.

**3. CARDHOLDER ELIGIBILITY**

CAA Dollars may be earned provided the following conditions are satisfied:

- the Cardholder is a permanent resident of Canada;
- the Credit Card account is in good standing; and
- your CAA Membership Account is in good standing.

**4. EARNING CAA DOLLARS**

- 4.1 You may earn CAA Dollars by making eligible purchases by using a Credit Card. The accumulation may vary based on the accumulation table then in effect available at [nbc.ca/caa](http://nbc.ca/caa). When you receive a credit on your Credit Card account after returning merchandise or for any other reason, the corresponding CAA Dollars will be debited from the total number of CAA Dollars on your Credit Card account.
- 4.2 CAA Dollars are not earned on cash advances, balance transfers, cash-like transactions, Mastercard cheques, payments, credits, interest charges, foreign exchange fees, credit insurance premiums or other fees and charges.
- 4.3 We will determine the CAA Dollars to be earned after the completion of each monthly billing cycle of the Credit Card account. Only the CAA Dollars earned (or deducted) during the current month will appear on your monthly Credit Card statement.
- 4.4 If you find an error which could change the amount of the CAA Dollars shown on your Credit Card statement, you must contact us within 30 days of the Credit Card statement date. Otherwise, you will no longer be able to contest the amount of the CAA Dollars indicated on such Credit Card statement.
- 4.5 Upon issuance of the Credit Card statement, we will forward the information on the CAA Dollars to be earned to your CAA Club who is responsible for issuing you the CAA Dollars. Your CAA Club is also responsible for the administration and redemption of CAA Dollars and to provide you with access to your CAA Dollars in accordance with the terms and conditions of each CAA Club. CAA Dollars are not earned and available for redemption until they are applied by the CAA Club to your CAA Membership Account.
- 4.6 You may also earn additional CAA Dollars from Preferred Partners who are part of the CAA Rewards program. These Preferred Partners are listed on each CAA Club website as well as in their promotional materials. The ability to earn CAA Dollars from Preferred Partners is separate and apart from this Program.

**5. TRANSFERRING CAA DOLLARS**

- 5.1 Once CAA Dollars have been issued by the CAA Club to the appropriate CAA Membership Account, the transfer of CAA Dollars to another CAA Membership Account is subject to the terms and conditions of the relevant CAA Club. No transfer to another person is permitted before the issuance of CAA Dollars by the CAA Club.
- 5.2 The CAA Dollars are not transferable to another National Bank Credit Card account, except where the Credit Card is replaced following the loss or theft of the Credit Card.

**6. REDEEMING CAA DOLLARS**

- 6.1 CAA Dollars have no cash, monetary or other value and cannot be converted into currency. The redemption of CAA Dollars from a CAA Membership Account is governed by the terms and conditions established by the relevant CAA Club which are separate and distinct from the Program.
- 6.2 We are not involved and are not responsible for the administration of any CAA Membership Account or the redemption of CAA Dollars.
- 6.3 CAA Dollars cannot be used to pay the Credit Card account balance or to repay any other amount owed to us.

**7. TERMINATION AND CHANGES TO THE PROGRAM**

- 7.1 Following a 90 day written notice, we may terminate your participation in the Program.
- 7.2 We may modify the terms and conditions of the Program pertaining to:
  - the Cardholder’s eligibility
  - how you can earn, transfer and redeem CAA Dollars
  - when the earning of CAA Dollars can be suspended
  - how we can terminate and change the Program
  - how we can close the Credit Card account and cancel CAA Dollars
  - the relationship between us and the CAA clubs
  - how personal information can be exchanged and
  - any other component pertaining to the Program.

At least **30** days prior to the modification, we will send you a written notice setting out the old and new rules as well as the effective date. The notice may be sent to you by electronic transmission when applicable. You may refuse these modifications and close your credit card account without penalty by sending us a notice no later than **30** days after the change becomes effective.

**8. EARNING SUSPENDED, CANCELLED CAA DOLLARS AND ACCOUNT CLOSED**

- 8.1 If you are in default under your Credit Card account, we will automatically suspend your right to earn CAA Dollars. CAA Dollars that are not yet issued by the CAA Club to the CAA Membership Account under the Program will be cancelled when the Credit Card account is suspended or closed by us.
- 8.2 If you choose to close your Credit Card account, we will transfer the information on the CAA Dollars to be issued to the relevant CAA Club prior to closing the Credit Card account.
- 8.3 When the Credit Card account is closed, if the amount of CAA Dollars to be issued is negative, we will charge your Credit Card account a corresponding amount on the basis of \$1.00 for each such negative CAA Dollar.
- 8.4 If we are advised by a CAA Club that your CAA Membership Account has expired or has been terminated, the CAA Dollars that are not yet issued by the CAA Club to the CAA Membership Account under the Program after such expiration or termination will be cancelled.

**9. NATIONAL BANK AND THE CAA CLUBS**

- 9.1 The Bank and each CAA Club are all separate and distinct entities. None has the power to bind any other party. We make no representation or warranty and have no responsibility as to the redemption of CAA Dollars for any of the goods or services provided to you by a CAA Club.
- 9.2 Each CAA Club is solely responsible for the issuance and administration of your CAA Membership Account, CAA Dollars, how Cardholders may redeem CAA Dollars, the value of CAA Dollars and the goods and services offered by a CAA Club upon redemption of CAA Dollars

**10. EXCHANGE OF PERSONAL INFORMATION**

From time to time, the Bank, the relevant CAA Club and CAA may exchange and share the required personal information about Cardholders (including the name, mailing address, email address, telephone number, date of birth, Credit Card account number, membership number and status) primarily for the purposes of verifying the continuous eligibility to the Program, administering the participation to the Program and providing the information on the CAA Dollars to be issued.

**11. CUSTOMER SERVICE**

For questions about how CAA Dollars are earned or your Credit Card account, please contact us at: 1-888-969-2273.

For questions about the redemption of CAA Dollars or your CAA Membership Account, please contact your CAA Club.