

National Bank of Canada® À la carte Rewards Plan® Applicable Rules

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National Bank of Canada

A la carte Rewards Plan

Applicable Rules

With the À la carte Rewards Plan (the “À la carte Plan”), you earn points for every dollar on eligible purchases. These points may be exchanged for rewards such as merchandise, a travel package, a gift card, a travel discount, a donation, a financial product, repayment with rewards points or any other reward offered under the À la carte Plan.

When you first use your credit card, you accept the rules applicable to the À la carte Plan.

1. How to earn points

Who may earn points

- 1.1** All cardholders of a credit card which offers the À la carte Plan may earn points on the National Bank credit card account. Even cardholders of additional cards may earn points on the credit card account.
- 1.2 For personal banking:** points are associated with the account of the primary cardholder of the credit card.
- 1.3 For businesses:** points are for the benefit of the business.

How to earn points

- 1.4** You may earn points for every dollar on eligible purchases charged to a credit card account which offers the À la carte Plan. The points accumulated will be posted to your account once a month provided your account is in good standing on the statement date.

Your account is considered in good standing when you comply with the obligations of your cardholder agreement (for example: you make your minimum payment by the due date).

Earning points for selected purchase categories: exclusive to Platinum Mastercard, World Elite Mastercard and Private Banking 1859 World Elite Mastercard cardholders

With a Platinum Mastercard, World Elite Mastercard or Private Banking 1859 World Elite Mastercard, cardholders can earn points for selected purchase categories. The number of points varies according to the type of purchase. To qualify for a selected category rate applicable to the credit card, eligible purchases must be made at merchants in the categories presented below. The classification is based on the merchant category codes (MCCs) established by the Mastercard payment network. Only one eligible category per purchase. When more than one category is eligible for the purchase, the rate most favourable to the cardholder is applied.

Grocery store: a business whose primary activity is to sell food such as a grocery store, gourmet food store, supermarket, fresh market or specialty food store. Ready-to-cook meal subscriptions and meal delivery services where transactions are under Mastercard codes 5411, 5422, 5499 and 5462. Codes subject to change without notice. Grocery purchases made at pharmacies, retail stores, big-box stores and any other business whose primary activity is not to sell food do not qualify for additional points.

Restaurant: restaurants, including fast food restaurants, bars, discotheques, nightclubs and taverns where transactions are under Mastercard codes 5812, 5813 and 5814. Codes subject to change without notice. Restaurant purchases made through major delivery services operated by independent delivery companies are eligible. However, purchases made through certain delivery services may not be eligible.

Gasoline and electric vehicle charging: gasoline or electric vehicle charging purchases where transactions are under Mastercard codes 5541, 5542 and 5552 at gas stations or certain big-box stores. Codes subject to change without notice.

Recurring bill: regular payments that are automatically charged to your credit card by a merchant (e.g., your monthly telephone bill, gym bill, internet service bill, etc.). Not all merchants offer recurring payments, and not all recurring payments are considered recurring bill payments. Therefore, some payments may not qualify for additional reward points.

Some merchants may sell the same or similar products or services as eligible merchants or are separate merchants located on the same premises as eligible merchants but are classified in different categories by Mastercard. In such cases, the applicable points will be in the Other purchase category.

To know the number of points you may earn for each dollar on your purchases charged to the card you hold, see the earning table contained in Schedule “**B**” or visit our Web page nbc.ca/creditcard.

1.5 You will not earn points on the following:

- Cash advances
- Balance transfers
- Mastercard cheques
- Interests
- Non-interest charges (for example: annual fees, foreign currency conversion fees and insurance premiums)
- Return of purchases
- Payments to your credit card balance made with your reward points
- Credits resulting from an exchange of points

1.6 You cannot assume the continued availability of a given reward or the number of points necessary to obtain it.

- 1.7** If the balance of your points is negative following the return of a purchase or simultaneous or successive purchases made using the same points, for example, any new points earned will first be used to settle the negative balance according to the earning rate associated with your credit card.

Information about the À la carte Rewards Plan

- 1.8** We will communicate information related to the À la carte Plan either in your credit card account statement, by email, on rewards.nbc.ca, on nbc.ca/creditcard, by mail or by any other appropriate technological means. Visit our website to learn about promotional offers that let you earn extra points.

How to follow points earned

1.9 For personal banking:

- The primary cardholder of the credit card and the authorized users may check the number of points earned by signing in to their profile at rewards.nbc.ca, by accessing *my online bank* or by contacting Mastercard Customer Service.
- The primary cardholder can also check the number of points earned on their credit card account statement.

- 1.10 For businesses:** the designated authorized signatory of the credit card may check the number of points earned on the credit card account statement or by signing in to their profile at nbcrewards.ca.

2. How to exchange your points: general rules

Who may exchange points

2.1 For rewards other than À la carte Extras and repayment with rewards points:

- **For personal banking:** the primary cardholder and the authorized users of an eligible credit card may exchange points.
- **For businesses:** only the designated authorized signatory of an eligible credit card may exchange points.

2.2 For À la carte Extras:

- Only the primary cardholder of an eligible credit card may exchange points.
- The following credit cards **do not offer À la carte Extras**:
 - World Mastercard, Platinum Mastercard and World Elite Mastercard affiliated with our partners
 - Platinum Business Mastercard
- À la carte Extras are **not offered to businesses**.

2.3 For the repayment with rewards points:

- **For personal banking:** only the primary cardholder of an eligible credit card may request a repayment with rewards points.
- The option is not offered to **authorized users** or **businesses**.
- The following cards **do not offer repayment with rewards points**:
 - World Mastercard, Platinum Mastercard and World Elite Mastercard affiliated with our partners
 - Platinum Business Mastercard

2.4 Your credit card account must be in good standing to obtain a reward or repay with rewards points. This means that you must comply with all the obligations of your credit card agreement (e.g. you must make your minimum payment and pay your annual fees).

How to exchange your points based on the type of reward

2.5 Rewards catalogue:

- By visiting the À la carte Plan website: rewards.nbc.ca, available **24/7**.
- By contacting the À la carte Rewards Centre: **1-800-341-8083** (toll-free). Our agents are available Monday to Friday from **8 a.m. to 9 p.m. (ET)** and Saturday from **9 a.m. to 5 p.m. (ET)**. See section **3** for details.

How to redeem points with the À la carte Travel Agency:

- Sign in to the À la carte Travel website: go to rewards.nbc.ca, click on the "Travel" tab and then click "Book now".
- Contact a travel expert directly at: **1-800-561-3653**. For details, go to Section **4**.

Travel discount: Exclusive features reserved for Platinum Mastercard, Platinum Business Mastercard, World Mastercard and World Elite Mastercard cardholders:

- By visiting the À la carte Plan website: rewards.nbc.ca, available **24/7**.
- By contacting the À la carte Rewards Centre: **1-800-341-8083** (toll-free). Our agents are available Monday to Friday from **8 a.m. to 9 p.m. (ET)** and Saturday from **9 a.m. to 5 p.m. (ET)**. See sections **5** and **6** for details.

Credit to the account: Exclusive features reserved for Platinum Business cardholders:

- By visiting the À la carte Plan website: rewards.nbc.ca, available **24/7**.
- By contacting the À la carte Rewards Centre at **1-800-341-8083 (toll-free)**. Our agents are available from Monday to Friday from **8 a.m. to 9 p.m. (ET)** or Saturday from **9 a.m. to 5 p.m. (ET)**.

À la carte Extras:

- By contacting the National Bank at the phone numbers listed in section **19**. See section **7** for details.

Repayment with rewards points:

- By accessing *my online bank*. For details, see Section **8**.

Specific conditions regarding the exchange of points

2.6 A request to exchange points is final and cannot be cancelled.

2.7 You must provide up to 3 business days for your reward to be credited to your credit card account and for your points to be posted and updated to your profile.

2.8 If the entire amount of the travel discount or other type of discount is not used: no credit or cash refund will be applied.

2.9 The number of points required for a reward is reduced within 15 days of the exchange of your points: you may request that the difference in points be credited to the credit card account from which the points were initially deducted.

2.10 Points have no monetary value and you cannot claim them for cash, except in the following cases for which we attribute a monetary value to your points:

- You purchase one of the eligible financial products (section **7**)
- You exchange your points for a reward which allows for a credit to your credit card account (sections **2.11** and **6.1**)
- You repay with your rewards points (section **8**)
- The balance of your points is negative and we ask you to reimburse the negative balance (sections **1.7**, **14** and **15**)
- Your points are converted to pay a debt to your account when your account is not in good standing (section **10.2**)

2.11 You exchange your points for a reward which results in a credit to your account (for example a travel discount): the number of points corresponding to the credit will be removed from the total number of points accumulated. The credit and your new points balance will appear on your following **1st** or **2nd** credit card account statement, depending on your billing cycle.

2.12 The minimum payment appearing on your credit card account statement must be made at all times. This amount remains due and payable even when you benefit from a credit resulting from the exchange of your points (for example: travel discount, À la carte Extra), except when you use points to repay with your rewards points, in which case such reimbursement will first be applied against the minimum payment.

Number of points required for a reward

- 2.13** The required number of points for an exchange is **established according to the exchange table applicable to each reward in the À la carte Plan which is provided in Schedule “A”**. This table is also available online at rewards.nbc.ca, in the “Plan Rules” section.
- 2.14** Before exchanging points, you must ensure that you have enough points to get the reward you want. If you do not, it is possible that the balance of your points be negative.

How to calculate points

- 2.15** Points are rounded off to the nearest whole number upon billing. For example:
- **10.25** or **10.49** points earned = **10** points
 - **10.50** or **10.75** points earned = **11** points

Cash and Points

- 2.16** You may not have enough points to receive a reward. In this case, you can use the Cash and Points option if it's offered for your reward. This option will allow you to make up for the missing portion through a purchase on your National Bank credit card. The dollar-to-point conversion rate can be found in Schedule “A”.

3. Rewards catalogue: specific rules

Delivery of rewards

- 3.1** When you exchange your points for a reward, you must confirm the delivery address. **No delivery** will be made at a **post office box** (P.O. Box) or at an address **outside of Canada**.
- 3.2** Please allow approximately **4 to 6 weeks** for a normal delivery period. We are not responsible for any delivery delay for reasons beyond our control (for example: wrong address provided, spam protection, antivirus, firewall, postal strike, etc.) nor for any inconvenience this may cause.
- 3.3** Receiving a reward: we are not responsible for lost or stolen items.
- 3.4** Shipping costs and taxes are included in the number of points required for the reward.
- 3.5** Order in transit: you can validate the status of your order directly on the carrier's website if a tracking number was provided with your order. For orders whose status is lost in transit, you must contact the Rewards Centre within **30 days of receiving your shipping confirmation email** to file a claim. No claims will be accepted after this date.
- 3.6** Item not received: if you have not received the item or gift card after **more than 15 days from the shipping date**, you must contact the Rewards Centre within **30 days of receiving your shipping confirmation email** in order to file a claim (no claims will be accepted after this date).

Ordered items

Return of defective items or items damaged during delivery

3.7 Defective items or items damaged during delivery can be returned. We will cover the shipping cost for the return of the item. **You must return the item within 15 days of its delivery.** Before returning an item, you must contact the Rewards Centre to obtain specific instructions; for example, you must return the item in its original packaging and unused. See Section **19** for contact information.

If we conclude that the item is defective or damaged, you may choose to receive a replacement item or have your points returned.

More than 15 days after delivery:

- The Rewards Centre will not accept returns.
- You will receive a sales slip (warranty leaflet) and be advised to take the item to a local supplier authorized to repair it in accordance with the manufacturer's warranty.

Return of an item in case of dissatisfaction

3.8 In case of dissatisfaction, the item can be returned. Electronic devices with downloadable content cannot be returned and are a final sale. You are responsible for the shipping costs of returned items. **You must return the item within 15 days of delivery.** Before returning the item, you must contact the Rewards Centre for specific instructions. Among other things, you must return the item unused, in a resaleable condition and in its original packaging. If the returned item complies with these conditions, we will proceed to refund your points.

More than 15 days after delivery:

- The Rewards Centre will not accept returns.

Rewards not available

3.9 Rewards are available in **limited quantities, depending on our suppliers' inventory.**

3.10 The item you order is no longer available: a similar item of equal or greater value may be sent to you.

3.11 You are not satisfied with the replacement item: you must return the item within 15 days of its delivery. We assume the shipping costs for the returned items. Before returning the item, you must contact the Rewards Centre for specific instructions. Among other things, you must return the item unused, in a resaleable condition and in its original packaging. If the returned item complies with these conditions, we will proceed to refund your points.

More than 15 days after delivery:

- The Rewards Centre will not accept returns.

3.12 An item of equal or better quality is not available: we will advise you of the cancellation of your order and invite you to place a new one.

3.13 The item is temporarily unavailable: we will inform you of the estimated delivery date.

Gift card

3.14 A gift card order is final and cannot be cancelled or returned. We are not responsible for the loss of gift cards. We will not refund any lost gift cards.

Electronic gift card

3.15 The Rewards Plan offers the option to order electronic gift cards. Orders for electronic gift cards can be issued by email or text.

Each electronic gift card is sent individually and includes a link that you must click to access the electronic gift card.

- If the electronic gift card is in stock: the issuance of the electronic gift card may take up to 1 business day from the date of the order.
- If the electronic gift card is currently out of inventory: the electronic gift card will be issued when inventory is available.

You must contact the Rewards Centre **within 30 days following the order** if you have not received the electronic gift card **within 15 days of the order**.

3.16 Once an electronic gift card order is placed, it is final and cannot be cancelled, deactivated or credited.

Brand names and trade names

3.17 All brand names and trade names are the property of their respective owners.

4. Redeeming points with the À la carte Travel Agency: specific rules

How to make a reservation

4.1 The À la carte Travel Agency gives you access to the travel services generally offered by a travel agency (e.g. all-inclusive vacations, tours, airline tickets, hotel bookings, cruises, vehicle rentals and insurance).

4.2 To make a reservation with the À la carte Travel Agency, sign in to rewards.nbc.ca, select the "Travel" tab, then click "Book now". You must log in to your profile to access the website.

You can also contact a travel expert at **1-800-561-3653 (toll-free)**, Monday to Friday from **8** a.m. to **7** p.m. (ET) and Saturday from **9** a.m. to **5** p.m. (ET).

Note: For clients with a Platinum Mastercard, Platinum Business Mastercard, World Mastercard or World Elite Mastercard, additional travel rewards options are offered. See section **5** for details.

- 4.3** Your purchase may be paid in part or in full with your points and must be charged to your eligible National Bank credit card.
- 4.4** The À la carte Travel Agency is managed by Transat Distribution Canada Inc. (Quebec permit No. **753141**).

Reservation fees

- 4.5** Note that reservations made over the phone are subject to the following fees:
- Airplane ticket reservations: **\$35** per person plus applicable taxes.
 - Any other reservation: **\$25** per person plus applicable taxes.
- 4.6** You may use your points, your credit card or a combination of both to pay the À la carte Travel Agency's invoice.

Delivery of travel documents

- 4.7** An invoice will be sent to you after your reservation is made.
- 4.8** Your travel documents will be sent to you **at least 7 days** prior to your departure date.
- 4.9** **Your reservation is confirmed less than 7 days prior to your departure date:** your travel documents may be available for pickup only at the airport on the departure date. Your travel agent will keep you informed.
- 4.10** In some cases, the À la carte Travel Agency may send the travel documents **electronically** (by e-mail or fax). Your travel agent will provide further information.
- 4.11** You must **review the accuracy of the information** on the invoice and on the travel documents, including reservation details and passenger information. You must **immediately** inform the À la carte Travel Agency in case of error.
- 4.12** No travel documents will be sent outside of Canada.

5. Travel discounts: Exclusive travel features reserved for Platinum Mastercard, Platinum Business Mastercard, World Mastercard and World Elite Mastercard cardholders

- 5.1** You can make travel reservations with
- The travel agency of your choice, including an online travel agency
 - The airline of your choice
- 5.2** **The following purchases are eligible for a travel discount:** plane tickets, vacation packages, car rentals, hotel stays, reservations of a condominium or country house for tourism purposes, cruises, excursions and camping.
- 5.3** **The following purchases are NOT eligible for a travel discount:** personal expenses made during trips (e.g. restaurants, purchase of souvenirs and clothing).

5.4 Travel costs must be paid with your Platinum Mastercard, Platinum Business Mastercard, World Mastercard or World Elite Mastercard credit card before requesting the exchange of your points for a travel discount. Points must be exchanged for a travel discount **within 60 days of your purchase**.

5.5 To request an exchange, please refer to section **2.5**.

5.6 The travel discount will be applied approximately **72 hours** after your request is received.

5.7 As a World Elite Mastercard cardholder, you have access to travel expense reimbursements. The terms and conditions of this program are set out in Schedule "**C**".

6. Credit to an account: Exclusive features for Platinum Business Mastercard cardholders

6.1 You may exchange your points for a credit on the balance of your Platinum Business Mastercard credit card account. The value of the points exchanged may not be greater than the total balance of the Platinum Business Mastercard credit card account. This means that the exchange of your points cannot result in a credit balance on your credit card account.

6.2 As an authorized signatory of a Platinum Business Mastercard credit card, you can transfer your points to your personal credit card account provided it also offers the À la carte Plan. However, consent of all other authorized signatories is required.

6.3 To request an exchange, please refer to section **2.5**.

6.4 The credit will be applied approximately **72 hours** after your request is received.

7. À la carte Extras

A. General rules

7.1 Only primary cardholders of eligible credit cards may benefit from À la carte Extras.

7.2 The following credit cards with the À la carte Plan **do not offer À la carte Extras**:

- World Mastercard, Platinum Mastercard and World Elite Mastercard affiliated with our partners
- Platinum Business Mastercard

7.3 À la carte Extras are **not offered to businesses**.

7.4 A request for an **À la carte Extra will have priority** over any other exchange requested by an authorized user.

7.5 Points may be exchanged by phone only. It takes approximately **72 hours** following your request to process the exchange. See section **19** for contact information.

B. Prerequisites

- 7.6 Your credit card account must be in good standing:** you must comply with all the obligations of your credit card agreement to obtain an À la carte Extra. For example, you must make your minimum payments and pay your annual fees.
- 7.7 You must have a financial product,** either personally or jointly, with National Bank or one of its subsidiaries (for example: a bank account, RRSP, spousal RRSP, TFSA, All-In-One line of credit or mortgage loan). If not, you must obtain one before requesting an À la carte Extra.
- 7.8 You must analyze your financial situation** to identify, among other things, the possible tax consequences, your eligibility for the investment product and the restrictions on the prepayment of the principal of a mortgage loan under your credit agreement.

C. Investment products

- 7.9** The exchange of points can be used to purchase an eligible investment product offered by:
- National Bank: RRSP or TFSA contribution
 - National Bank Direct Brokerage: RRSP (personal or joint) or TFSA contribution
 - National Bank Financial: RRSP (personal or joint) or TFSA contribution
- 7.10** Points may not be exchanged for commissions or other fees related to investment products.

D. Payment of annual fees of National Bank banking packages

- 7.11 You have a bank account with us (whether personal or joint):** you may exchange points to pay the annual fees of your banking package.
- 7.12 You will not have to pay the fixed monthly fees of your banking package for the next 12 months** starting on the **1st** or **2nd** billing period after you have exchanged your points, depending on your credit card billing cycle.
- 7.13 You close your bank account before the 12-month period is over:** if you request to close your account before the end of the **12-month** period, we will credit the number of points representing the unused portion of your annual banking package to your credit card account. These points will be calculated on a monthly basis.
- 7.14 You wish to change your banking package:** points used for a banking package cannot be transferred to pay the fees of another banking package.

E. Payment towards the principal on a mortgage loan or the principal balance of an All-In-One line of credit held with National Bank

- 7.15** The payment may not exceed the balance owed to National Bank (principal plus interest) at the time the points are exchanged.
- 7.16** You must make the regular periodic payments required under your credit agreement even if you benefit from a credit resulting from the exchange of your points.

8. Repayment with rewards points

- 8.1** You must be the primary cardholder of a credit card account that is in good standing and you must have a balance on your credit card to obtain a repayment with rewards points.
- 8.2** You can make a payment on your credit card balance with your rewards points, in whole or in part, in accordance with the exchange tables shown in **Schedule "A"**. The repayment with rewards points will first be applied to your minimum payment. Please refer to your credit card account agreement to learn how your payment is applied.
- 8.3** Repayment with rewards points is available through our *Internet and Mobile Banking Solutions*. Please follow the instructions when paying your credit card balance.
- 8.4** If the repayment with rewards points does not cover your entire minimum payment for the billing period in question, you must pay the difference before or on the due date stated on your credit card statement.
- 8.5** You must allow up to **3** business days for the repayment with rewards points to be credited to your account and for the balance of your points to be updated. If you request a repayment with rewards points less than **3** business days from the due date stated on your credit card statement and the reimbursement is processed after that date, you will be responsible for the interests and fees charged to your account as a result of the late payment.
- 8.6** You may not request that your repayment with rewards points be converted in cash or cheque or in any other form.
- 8.7** A request for repayment with rewards points is final and cannot be cancelled.

9. Transfer of points to another person

- 9.1** Points cannot be given, exchanged or transferred in any manner to another person, including in the event of divorce, separation or loss of employment.
- Specific rules apply:
- In the event of the death of the primary cardholder (see section **9.2**)

- In the event of the death of one of the authorized signatories (see section **9.3**)
- In the event of a company bankruptcy or closure (see section **9.4**)
- For Platinum Business Mastercard cardholders (see section **6.2**)

9.2 For personal banking:

In the event of the death of the primary cardholder: the primary cardholder's credit card account will be closed, including all authorized users' cards. The estate may request the transfer or redemption of points according to the following options within **12 months** of account closure:

9.2.1 Transfer of points: if the authorized user is the spouse, common-law or civil union partner: the authorized user can request a National Bank credit card with the À la carte Plan and, should they qualify, ask for the transfer of points to their own account.

9.2.2 Account credit: for each point, a credit of **\$0.004** will be applied to the credit card account. A minimum of **3,500** points is required.

Transfers or exchanges will be permitted only if the primary cardholder's account was in good standing at the time it was closed. This means all obligations of the credit card agreement have been respected (for example: minimum payment was made regularly, annual fees were paid).

9.3 For businesses:

In the event of the death of one of the authorized signatories: the business's credit card account will be closed, including all cards associated with the account. The business may request the transfer or redemption of points according to the following options within **12 months** of the account closure:

9.3.1 Transfer of points: the business may apply for a Business Platinum Mastercard credit card and, if it qualifies, request the transfer of points to the new account.

9.3.2 Account credit: for each point, a credit of **\$0.004** will be applied to the credit card account. A minimum of **3,500** points is required.

Transfers or exchanges will be permitted only if the business's account was in good standing at the time of closing. This means all obligations of the credit card agreement have been respected (for example: minimum payment was made on a regular basis, annual fees were paid).

9.4 In case of bankruptcy or closure of the business: we will close the credit card account and the accumulated points will be automatically cancelled. No transfers will be allowed.

10. Expiration of points or suspension of the right to exchange points

10.1 Your **right to exchange** points is **suspended** in the following cases:

- You have not fully paid the annual fees for your credit card
- You have failed to make the minimum monthly payment
- You have not fulfilled any other obligation under the credit card agreement

10.2 If your situation corresponds to one of the situations described in the preceding paragraph, we will send you a notice to this effect. You will have **30 days following this notice to correct the situation**. Otherwise, we may convert your points to a monetary value, as per the exchange table shown in **Schedule "A"** (see section "Conversion of points for reimbursement") and apply that value as a reimbursement of your credit card account.

10.3 Your points will expire if your credit card account remains inactive during a **minimum period of 12 months**, which means:

- For an open account, when:
 - You have not made any monetary transaction during this period; or
 - You have not exchanged, applied for, or received any point or cash refunds during this period.
- For a closed account, when:
 - You have not exchanged, applied for, or received any point or cash refunds during this period.

10.4 You will receive a notice between **30 to 60 days** before your points expire. This notice will indicate the date at which your points may expire. You may reactivate your account during this period to prevent your points from expiring or you may use your points, which will put an end to the inactivity period.

11. Replacement of your credit card

11.1 Receive another card that offers the À la carte Plan: your points will automatically be transferred to your new credit card account.

11.2 Receive any other National Bank credit card: your À la carte Plan credit card account will be closed. We encourage you to use your points before the replacement of your card since your points may expire due to the inactivity of your account.

12. Combining your points

12.1 If you are the primary cardholder of two (2) credit card accounts offering the À la carte Plan: you may combine the points you have accumulated on these **two (2)** accounts provided both accounts are in good standing, meaning that you have respected all the obligations of the cardholder agreement. To do so, you must contact Mastercard Customer Service and indicate the credit card account to which the points must be transferred.

13. Theft or loss of your credit card

13.1 Points earned will be automatically transferred to your new credit card with the À la carte Plan.

14. Closure of your credit card account

14.1 If you close your credit card account without transferring your points to another card: the points you earned may expire due to inactivity of your account. Refer to **Section 10** to know more about the risks related to the expiration of your points.

14.2 If your points show a negative balance when you close your account (for example: following the return of a purchase or simultaneous or successive purchases made using the same points or following an error on our part): we reserve the right to cancel any exchange having caused a negative balance or to claim the monetary value of those points from you at the rate of **\$0.015** per point. This amount will be charged to you and will appear on your next credit card statement.

15. In case of error or fraud

15.1 You find an error on your statement of account which could change the balance of your points: you must contact Mastercard Customer Service by mail or by phone **within 60 days of the statement date**. After **60** days, you will not be able to contest the number of points indicated on your statement.

15.2 If we make a calculation error when points are exchanged or reimbursed: we reserve the right to correct it and to adjust the points accordingly. If the balance of your points is negative following such an adjustment, the new points earned will be first applied to settle the negative balance, as per the earning rate associated with your card.

15.3 Display errors: subject to applicable law, if important information displayed on one of our websites or in our communications is incorrect, we reserve the right to correct this error, as the case may be, and adjust the points accordingly. We will communicate with you to inform you of the situation.

15.4 In case of fraud: we reserve the right to reverse the fraudulent transaction or claim and refund you the monetary value of the points used at the following exchange rate: **\$0.015** per point. This amount will be charged to you and will appear on your next credit card statement.

16. Cancellation and modification of the À la carte Rewards Plan

16.1 We reserve the right to cancel all or part of the À la carte Plan at any time upon **90 days' notice**.

16.2 We may change the following elements of the À la carte Plan, to the extent permitted by law:

- The accumulation and the exchange of points as well as related rights;
- The features and attributes of your points;
- The membership restrictions and conditions of the À la carte Plan;
- The rules about the communication of information related to the À la carte Plan;
- The rules regarding errors in the allocated number of points and the handling of complaints;
- The rules regarding the processing of orders, including the return, replacement and repair of merchandise as well as credits to be granted;
- The products or services offered and all applicable fees;
- The rules regarding À la carte Extras;
- The termination of membership to the À la carte Plan, the replacement of cards, the closure of credit card accounts and their consequences; and
- The provisions related to the modification of all or any of the rules of the À la carte Plan.

16.3 At least **60** days prior to the modification, we will send you a written notice, drafted clearly and legibly, 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 cost, penalty or cancellation indemnity by sending us a notice no later than **30** days after the change becomes effective. Specifically, you may refuse a change when such change increases your obligations or reduces ours.

17. Other information

17.1 Except for À la carte Extras, you acknowledge that we do not provide the rewards. We only facilitate the process of obtaining them in accordance with the terms and conditions of the suppliers of such goods and services. National Bank is not liable with respect to the rewards or suppliers' terms and conditions. Any recourse must be directed against the supplier of the reward.

- 17.2** National Bank and its suppliers are not liable for damages resulting from any incident occurring during a trip purchased via the À la carte Travel Agency or during an activity provided under the À la carte Plan.
- 17.3** Failure on our part to apply any of the applicable rules of the À la carte Plan or to exercise any right shall not be considered as a waiver of National Bank's rights.
- 17.4** The rules applicable to the À la carte Plan are governed exclusively by the laws of the province or territory where you reside or the head office of the business that owns the credit card account. If your residence or the business's head office is outside Canada, the legislation in force in Quebec governs the rules applicable to the À la carte Plan. You irrevocably acknowledge the exclusive jurisdiction of the courts of the Canadian province or territory governing the interpretation of these rules, to the exclusion of any other tribunal.

18. Language

The parties have requested that this document be drawn up in English.

19. Contact Information

À LA CARTE REWARDS CENTRE (catalogue, exclusive travel features, exclusive features for Platinum Business Mastercard cards)

Website: rewards.nbc.ca

1-800-341-8083 (toll-free)

À LA CARTE TRAVEL AGENCY: **1-800-561-3653**

MASTERCARD CUSTOMER SERVICE

600 De La Gauchetière Street West, Suite 1847-4
Montreal, Quebec H3B 4L2

Website: nbc.ca/creditcard

Personal banking services: **1-888-622-2783** (toll-free) or **514-394-1427**

Business banking services: **514-394-4494** (Montreal area) or
1-844-394-4494 (toll-free)

FOR À LA CARTE EXTRAS

- 1.** RRSP or TFSA investment products - National Bank
1-888-835-6281 (toll-free)
Monday to Friday, 8 a.m. to 8 p.m. (ET)

2. Annual fees for banking packages
1-888-835-6281 (toll-free)
7 days a week, 6 a.m. to midnight (ET)
3. RRSP or TFSA contribution - National Bank Direct Brokerage
1-800-363-3511 (toll-free)
Monday to Friday, 8 a.m. to 8 p.m. (ET)
4. Payment towards the principal on a mortgage loan or the principal balance of an All-In-One line of credit
1-888-835-6281 (toll-free)
Monday to Friday, 8 a.m. to 8 p.m. (ET)
5. RRSP or TFSA investment product - National Bank Financial
Please contact your investment advisor

TRAVEL EXPENSE REIMBURSEMENT

For reimbursements in North America, dial **1-800-341-8083** (toll-free)

SCHEDULE A: Exchange Tables

Merchandise and gift cards

To find out the required number of points for each reward, please visit the À la carte Rewards website (*Boutique section*) rewards.nbc.ca

Cash and Points

You may not have enough points to receive a reward. In that case, you can use the Cash and Points option if it's offered for your reward. This option will allow you to make up for the missing portion through a purchase on your National Bank credit card. You must cover at least 40% of the value of the reward with points. Please consult the À la carte Rewards website (*Boutique section*) for the value of the rewards.

Exchanges with the À la carte Travel Agency

<i>Value</i>	<i>Points</i>
\$100	10,000

Travel discounts - Exclusive for Platinum Mastercard, World Mastercard, World Elite Mastercard cards and Platinun Business Mastercard cards

<i>Value</i>	<i>Points</i>
Exchange of less than 55,000 points: \$100	12,000
Exchange of 55,000 points or more*: \$100 *Exclusive for Platinum Mastercard, World Mastercard and World Elite Mastercard cards	11,000

Account credit - Exclusive for Platinum Business Mastercard cards

<i>Value</i>	<i>Points</i>
\$100	12,000

Extras À la carte – Cotisation REER ou CELI

<i>Value</i>	<i>Points</i>
\$100	12,000

À la Carte Extras - Banking Packages

To find out the required number of points for each banking package, visit the À la carte Rewards website (*section À la Carte Extras*) rewards.nbc.ca

À la Carte Extras - Reimbursement of your All-In-One line of credit or mortgage loan

<i>Value</i>	<i>Points</i>
\$100	12,000

Repayment with rewards points Conversion of points for reimbursement

<i>Value</i>	<i>Points</i>
\$25	6,250
\$50	12,500
\$100	25,000
\$500	125,000
\$1,000	250,000

SCHEDULE B: Earning Tables on Eligible Purchases

Platinum Mastercard

Points earned for selected purchase categories

Grocery store and restaurant	<p>Up to 2 points per dollar spent. Conditions apply.¹</p> <p>2 points per eligible dollar spent: when the gross monthly purchase volume charged to the credit card for all purchase categories is between \$0 and \$1,000;</p> <p>1.5 points per eligible dollar spent: when the gross monthly purchase volume charged to the credit card for all purchase categories exceeds \$1,000.</p>
Gasoline and electric vehicle charging	1.5 points per dollar spent
Recurring bill	1.5 points per dollar spent
Other purchase	1 point per \$1.50 spent ²
À la carte Travel agency	1.5 points per dollar spent

World Mastercard

Earnings on admissible purchases	<p>From 0 to \$20,000 = 1.25 point per dollar value purchased</p> <p>From \$20,001 to \$30,000 = 2 points per dollar value purchased</p> <p>\$30,001 or more = 1.25 point per dollar value purchased</p>
Additional earnings on eligible purchases with the À la carte Travel Agency	1.25 additional point per dollar value purchased

World Elite Mastercard

Points earned for selected purchase categories

Grocery store and restaurant	<p>Up to 5 points per dollar spent. Conditions apply.¹</p> <p>5 points per eligible dollar spent: when the gross monthly purchase volume charged to the credit card for all purchase categories is between \$0 and \$2,500;</p> <p>2 points per eligible dollar spent: when the gross monthly purchase volume charged to the credit card for all purchase categories exceeds \$2,500.</p>
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SCHEDULE B: Earning Tables on Eligible Purchases (continued)**World Elite Mastercard (continued)**

Points earned for selected purchase categories

Gasoline and electric vehicle charging	2 points per dollar spent
Recurring bill	2 points per dollar spent
Other purchase	1 point per dollar spent ²
À la carte Travel agency	2 points per dollar spent

Private Banking 1859 World Elite Mastercard with the Crescendo offer

Points earned for selected purchase categories

Grocery store and restaurant	<p>Up to 5 points per dollar spent. Conditions apply.¹</p> <p>5 points per eligible dollar spent: when the gross monthly purchase volume charged to the credit card for all purchase categories is between \$0 and \$2,500;</p> <p>2 points per eligible dollar spent: when the gross monthly purchase volume charged to the credit card for all purchase categories exceeds \$2,500.</p>
Gasoline and electric vehicle charging	2 points per dollar spent
Recurring bill	2 points per dollar spent
Other purchase	1 point per dollar spent ²
À la carte Travel agency	2 points per dollar spent

Private Banking 1859 World Elite Mastercard with the Private Banking 1859 offer

Points earned for selected purchase categories

Grocery store and restaurant	<p>Up to 5 points per dollar spent. Conditions apply.¹</p> <p>5 points per eligible dollar spent: when the gross monthly purchase volume charged to the credit card for all purchase categories is between \$0 and \$5,000;</p> <p>2 points per eligible dollar spent: when the gross monthly purchase volume charged to the credit card for all purchase categories exceeds \$5,000.</p>
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SCHEDULE B: Earning Tables on Eligible Purchases (continued)

Private Banking 1859 World Elite Mastercard with the Private Banking 1859 offer (continued)

Points earned for selected purchase categories

Gasoline and electric vehicle charging	2 points per dollar spent
Recurring bill	2 points per dollar spent
Other purchase	1 point per dollar spent ²
À la carte Travel agency	2 points per dollar spent

Platinum Business Mastercard

Earnings on admissible purchases	1.5 point per dollar value purchased
Additional earnings on eligible purchases with the À la carte Travel Agency	1.5 additional point per dollar value purchased

Edition Mastercard with Rewards Program

Earnings on admissible purchases	1 point per dollar value purchased
Additional earnings on eligible purchases with the À la carte Travel Agency	0.5 additional point per dollar value purchased

Ovation Gold Mastercard

Earnings on admissible purchases	1.25 point per dollar value purchased
Additional earnings on eligible purchases with the À la carte Travel Agency	0.5 additional point per dollar value purchased

¹ Points earned through grocery and restaurant purchases depend on the total gross monthly amount charged to the credit card for all purchase categories:

Platinum Mastercard: when the total gross monthly amount charged to the credit card is between \$0 and \$1,000, you earn 2 points per dollar spent on eligible grocery and restaurant purchases. When the gross monthly amount charged to the credit card exceeds \$1,000, you earn 1.5 points per dollar spent on eligible grocery and restaurant purchases.

World Elite Mastercard and Private Banking 1859 World Elite Mastercard with the Crescendo offer: when the total gross monthly amount charged to the credit card is between \$0 and \$2,500, you earn 5 points per dollar spent on eligible grocery and restaurant purchases. When the gross monthly amount charged to the credit card exceeds \$2,500, you earn 2 points per dollar spent on eligible grocery and restaurant purchases.

SCHEDULE B: Earning Tables on Eligible Purchases (continued)

Private Banking 1859 World Elite Mastercard with the Private Banking 1859 offer: when the total gross monthly amount charged to the credit card is between \$0 and \$5,000, you earn 5 points per dollar spent on eligible grocery and restaurant purchases. When the gross monthly amount charged to the credit card exceeds \$5,000, you earn 2 points per dollar spent on eligible grocery and restaurant purchases.

The total gross monthly amount is calculated based on your monthly bills. See section 1.4 for details on grocery store and restaurant purchases and the complete list of Mastercard codes for eligible merchants.

- 2 **Other purchase:** for example, depending on the card, if you spend \$400 a month on groceries, \$200 on gasoline, \$100 on recurring bills and \$150 on other purchases, the \$850 spent will help you earn:

Platinum Mastercard: 1,350 points allocated as follows: 800 points for grocery store purchases (because the total gross monthly amount is \$850 and therefore less than \$1,000), 300 points for gasoline purchases, 150 points for recurring bills and 100 points for other purchases.

World Elite Mastercard and Private Banking 1859 World Elite Mastercard with the Crescendo offer: 2,750 points allocated as follows: 2,000 points for grocery store purchases (because the total gross monthly amount is \$850 and therefore less than \$2,500), 400 points for gasoline purchases, 200 points for recurring bills and 150 points for other purchases.

Private Banking 1859 World Elite Mastercard with the Private Banking 1859 offer: 2,750 points allocated as follows: 2,000 points for grocery store purchases (because the total gross monthly amount is \$850 and therefore less than \$5,000), 400 points for gasoline purchases, 200 points for recurring bills and 150 points for other purchases.

SCHEDULE C: Travel Expense Reimbursement

The following Terms and Conditions are subject to change at any time without prior notice.

Only the primary cardholder of a National Bank World Elite Mastercard whose account is in good standing may apply for a travel expense reimbursement. An account in good standing refers to an account linked to a credit card which complies with the Agreement governing the use of the credit card and which is not subject to any restrictions. For example, the annual fees related to the credit card must have been paid in full.

The primary cardholder can request the following reimbursements (the 12-month reference period is January to December):

> **For World Elite Mastercard credit card holders and Private Banking 1859 World Elite Mastercard with the Crescendo offer credit card holders:**

A total amount of \$150 in travel expense reimbursements is available for eligible costs incurred in the following categories:

- Parking fees
- Baggage fees
- Seat selection fees
- Access to airport lounge fees
- Airline ticket upgrade fees

> **For Private Banking 1859 World Elite Mastercard with the Private Banking offer credit card holders:**

A total amount of \$200 in travel expense reimbursements is available for eligible costs incurred in the following categories:

- Parking fees
- Baggage fees
- Seat selection fees
- Access to airport lounge fees
- Airline ticket upgrade fees

To Request a Reimbursement:

Online:

- 1- Sign in to rewards.nbc.ca. If you do not have an online profile, click "Sign in" and follow the steps.
- 2- Once signed in, click "Travel expenses".
- 3- Fill out the travel expense claim form.

By phone:

Call Customer Service at **1-800-341-8083** (toll free). An agent will assist you with your travel expense claim form.

The reimbursement will be issued when your request is approved. You must submit your claim for reimbursement in the **60** days following your purchase. The amounts will be directly reimbursed on your World Elite Mastercard. Allow up to **7** business days from the date you submit your claim for the reimbursement to be processed. National Bank reserves the right to require additional supporting documents for verification purposes (e.g., invoices). You must retain all receipts and supporting documents for a period of **12** months from the date you submit your claim.

Disclaimers

No amount exceeding those specified in this document will be reimbursed. All amounts are in Canadian dollars.

We are not responsible for any aspect of the reimbursements provided under the terms herein.

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