

Client Notice

Cashback program

mycredit™ credit card

Applicable rules¹

National Bank of Canada

When the credit card account is first used, you accept the rules applicable to the **mycredit** credit card cashback program.

1. Earning cashback

Who may earn a cashback?

- 1.1 All cardholders of a **mycredit** credit card whose account is in good standing may earn a cashback. Purchases made by the cardholders of additional cards may also earn a cashback. However, the cashback is associated with the primary cardholder's credit card account.

How to earn a cashback

- 1.2 You will earn a cashback for each eligible purchase dollar made using the credit card. The amount of cashback is calculated monthly based on the total balance of your credit card account.

Restaurants

- 1.3 You earn 1% cashback on the total transactions made during a billing cycle at eligible restaurants. Restaurants are defined as catering establishments, restaurants, bars, lounges, clubs, nightclubs, pubs and fast food restaurants where transactions with Mastercard® codes 5812, 5813 and 5814 are carried out.

Eligible recurring automatic transfers

- 1.4 You earn 1% cashback on the total transactions made during a billing cycle that are eligible recurring automatic transfers. These are defined as regular payments that are automatically withdrawn by a merchant on your credit card. For example, this could include the monthly payment of your phone bill. Check with your merchant to see if your recurring automatic transfer is eligible.

Other purchases

- 1.5 For all other purchases made during a billing cycle, you will earn 0.5% cashback.
- 1.6 Occasionally, cashback can also apply to special offers. These offers will be subject to specific rules, if any.
- 1.7 You cannot earn cashback on:
 - > cash advances;
 - > balance transfers;
 - > Mastercard cheques;
 - > interest charges;
 - > all non-interest charges (e.g., annual fees, foreign currency fees, balance transfer fees, insurance charges and fees for Mastercard cheques).
- 1.8 The amount of your cashback will be calculated using two decimals and will be rounded down. For example, if the total number of transactions made at eligible restaurants during a billing cycle equals \$214.53 at 1% cashback (since these are restaurant purchases), you will earn a cashback of \$2.14. The calculation is made as follows:
 $1\% \times \$214.63 = \2.1463 (rounded down).

Information related to the cashback program

- 1.9 We will share information related to the cashback program with you in your credit card statement, by email, via *Internet and Mobile Banking Solutions*, by mail or by any other adequate technological means. You are responsible for reviewing this information.

How to check your cashback amount

- 1.10 Your monthly cashback amount will appear on each of your monthly credit card statements. As the primary cardholder, you can check your statement by logging on to *Internet and Mobile Banking Solutions*, accessing the bank's app for mobile devices or viewing your credit card statement received in the mail, if applicable.

2. Automatic application of a cashback

- 2.1 The cashback amount to which you are entitled is determined during each billing cycle. Your cashback will be automatically applied to the balance of your credit card account as soon as it becomes due.
- 2.2 There is no cashback limit. This means that you can earn as much cashback as you want based on eligible purchases made during a billing cycle.
- 2.3 The cashback can only be applied to your credit card balance and may not be claimed for cash.

3. Minimum payment must be made at all times

- 3.1 When you benefit from a cashback, the minimum payment remains due and payable. The cashback does not replace your minimum payment. It only reduces the balance of your credit card account. Therefore, your cashback will be automatically applied to your balance, not to your minimum payment. For example, if your balance is \$300 and your cashback is \$30, your minimum payment will be calculated based on the amount of \$270.

4. Reimbursement on your credit card account

- 4.1 When you receive a reimbursement on your credit card account (e.g., purchase return), the cashback earned for this purchase will be subtracted from the total cashback earned. The cashback amount could therefore be negative.

5. No cashback transfer to another person

- 5.1 No cashback may be given, exchanged, bequeathed or transferred to another person, even in the event of divorce, separation, loss of employment or death.
- 5.2 In the event of bankruptcy, the credit card account will be closed and the cashback earned will be cancelled.

6. Death of the primary cardholder

- 6.1 The cashback earned during the current billing cycle may be cancelled.

7. Suspension of accumulation and automatic application of your cashback

- 7.1 Your right to earn a cashback and its automatic application to your credit card balance are suspended in the following cases:
- > You have not made the minimum monthly payment or
 - > You have not complied with any other obligation under the credit card agreement.
- 7.2 If you do not correct the situation, we may close your credit card account and cancel the cashback earned in accordance with the cardholder agreement.

8. Closing your credit card account

- 8.1 If you close your account before the end of a billing cycle, the cashback will be cancelled.
- 8.2 If the amount of the cashback earned is negative when the account is closed, an amount corresponding to the negative cashback will become due and will be added to your credit card account balance.

9. Replacement of your credit card

- 9.1 If you replace your credit card with another National Bank credit card, your cashback will be applied to your credit card account balance at the time of transfer to the new card.

10. Theft or loss of your credit card

- 10.1 The cashback earned will be automatically transferred to your new my**credit** credit card account.

11. In case of error

- 11.1 You find an error on your statement that could change the amount of the cashback earned: You must contact Mastercard Customer Service by mail, email or phone within 30 days of the statement date. Please refer to Section 15 for our contact information. After this period, you will not be able to contest the cashback amount indicated on your statement.
- 11.2 We make an error regarding a cashback: We reserve the right to correct it and adjust the accumulated or applied cashback amount accordingly.

12. Cancellation and modification of the cashback program

12.1 We reserve the right to cancel all or part of the cashback program at any time upon 90 days' prior notice.

12.2 We may change the following elements of the applicable rules:

- > the accumulation of a cashback
- > the application of a cashback, the expiry or the cancellation of the cashback earned as well as any related rights
- > the rules about the communication of information related to the cashback program
- > the rules regarding errors in the amount of a cashback earned and the handling of complaints
- > the membership restrictions and conditions of the cashback program
- > the termination of membership to the cashback program, the replacement of cards and the closure of credit card accounts and their consequences
- > the rules related to the modification of all or any of the rules of the cashback program
- > the rules in section "Other information"

12.3 At least 30 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. This notice may be sent to you by electronic transmission, when applicable. You may refuse a change by terminating your credit card agreement, without cost, penalty or cancellation indemnity, no later than 30 days after the change comes into effect. In particular, you may refuse a change when such a change increases your obligations or reduces our obligations under the agreement.

13. Other information

- 13.1 We will not be liable for postal or electronic mail that is undelivered, lost or delivered late for reasons beyond our control (wrong address provided, anti-spam software, anti-virus software, firewall, etc.), or for any inconvenience it may cause you.
- 13.2 Failure on our part to apply any of the applicable rules or to exercise any right will not be considered as a waiver of the bank's rights.
- 13.3 These rules will be governed exclusively by the laws of the province or territory where you reside. If you reside outside Canada, the laws of Quebec will govern these rules. You irrevocably acknowledge the exclusive jurisdiction of the courts of the province or territory governing the interpretation of these rules.

14. Effective date

These rules are valid as of **October 1, 2018**.

15. Contact information

Mastercard Customer Service

700 De La Gauchetière Street West, Suite 18474
Montreal, Quebec H3B 3B5

Website: nbc.ca/mastercard

Personal banking:

514-394-1427 or **1-888-622-2783** (toll-free)

Should you have any questions, do not hesitate to contact us.

1-888-622-2783

nbc.ca



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1 Applicable rules are also available online at nbc.ca/mycredit.

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