

# AMEX BANK OF CANADA – CARDMEMBER AGREEMENT AND OTHER IMPORTANT INFORMATION

American Express® Business Gold Rewards Card,  
American Express® Corporate Card for Small Business and  
the Business Platinum Card® from American Express

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## INTRODUCTION

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This document along with the information box and disclosure statement make up the agreement for your account with us (called your *account*).

For ease of reference, the agreement is printed on the front and the back of each page and are numbered accordingly.

If you are an existing cardmember, this version of the agreement may contain amendments and revisions to your agreement. Your use of your account is governed by this agreement.

*You* and *your* mean the person who applied for this account but does not include a supplementary cardmember. We have opened a card account in your name and you will be the *basic cardmember*.

*Company* means the business entity (whether a company, partnership, sole proprietor, association or other organization) which is liable to us, jointly and severally (or in Quebec, solidarily) with you, for all charges to the account and whose name may appear on the card under your name.

*We, us* and *our* mean Amex Bank of Canada.

*Card* means any card or other account access device we issue for the purpose of accessing your account.

*Charge* means all transactions made using a card or otherwise charged to your account, and includes purchases, funds advances (also called *cash advances*), fees, commissions, interest, taxes and all other amounts you and the company have agreed to pay us or are liable for under this agreement.

In this agreement, statements and elsewhere, we may use the terms *you* and *basic cardmember* interchangeably and we may use the terms *interest* and *finance charges* interchangeably.

The date of this agreement is the date that you sign the card, activate the card or use the account.

The place your agreement was formed is the Canadian primary address in our records that you provided at the time your account was opened.

**Any reference in this agreement to your place of residence is based on the primary address in our records we received from you. Please see the Communicating With You section regarding your obligation to inform us immediately should there be any changes to your or the company's primary address.**

**By using your account (or by signing and keeping the card), you and the company agree to the terms of this agreement.**

**You and the company agree that the account has been opened in your name as the basic cardmember.**

**Please read this agreement thoroughly and keep it for your reference. It is your responsibility and you agree to ensure that any supplementary cardmembers and the company are aware of these terms.** Please see the "Supplementary Cardmembers" section of this agreement for additional details.

**If you have a concern or complaint, please see the Amex Bank of Canada – Complaints Handling Procedures under the "Other Important Information" section following this agreement.**

**This agreement contains an arbitration provision which provides that any claim or dispute relating to your account, this agreement or other**

**agreement with us will be resolved by arbitration. Please refer to the “Arbitration” section of this agreement for additional details.**

**This agreement contains a limitation of liability clause which limits our responsibility and liability. Please refer to the “Limitation of Liability” section of this agreement for additional details.**

## **USE OF YOUR ACCOUNT AND CODES**

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To prevent misuse of your account, you must ensure that you and any supplementary cardmembers:

- sign the card in ink as soon as received,
- keep the account secure at all times,
- regularly check that you still have the card in your possession,
- do not let anyone else use the account,
- ensure that you retrieve the card after making a charge, and
- never give out your account details, except when using the account in accordance with this agreement.

To protect your PIN, telephone codes, on-line passwords and any other codes used on your account (called *codes*), you must ensure that you and any supplementary cardmembers:

- memorize the code,
- destroy any communication informing you of the code (if applicable),
- do not write the code on the card,
- do not keep a record of the code with or near the card or account details,
- do not tell the code to anyone,
- if you select a code, do not choose a code that can easily be associated with you such as your name, date of birth or telephone number, and
- take care to prevent anyone else seeing the code when entering it into an automatic banking machine or automatic teller machine (called *ABM* or *ATM*) or other electronic device.

If we permit use of the account with a mobile phone or other type of device, do not give access to the phone or other device to any other person including protecting access to biometric authentication such as fingerprint and facial recognition.

## **PERMITTED USES**

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You may use your account, subject to any restrictions set out in this agreement, to pay for goods and services from merchants who accept the card (called *merchants*).

Here are some examples:

- using your card to pay for goods and services by presenting the card to a merchant and complying with their request to sign or enter a code, and
- using your card or the account to pay for goods and services ordered from a merchant by telephone, internet or mail.

If we agree you may also use your account to obtain funds advances. For example, you may obtain funds advances at any ATM that accepts the card.

If permitted by the merchant, you may return to the merchant goods or services obtained using your account and receive a credit to your account.

We may permit a card to be used for contactless payments which enables you to make charges without signing or entering a code at a participating merchant. This service uses a computer chip that is built into the card and transfers encrypted payment information wirelessly when you hold the card to a contactless reader. You agree to only use the contactless service in accordance with our instructions.

We may permit you to use your account with a mobile phone or other type of device to make payments and access services. You agree to only use your account for such payments and services in accordance with our instructions, this agreement and any other user terms that may apply. References in this agreement to using your card, account number or the account also apply to using your account for payments and to access services with a mobile phone or other type of device.

If we permit, a card may be used to cash a cheque at an American Express location. A dishonoured payment fee is payable as set out in the information box and disclosure statement if the cheque is returned or not honoured immediately for its full amount by the financial institution. We may also charge the amount of the cheque to your account.

You acknowledge that this agreement is being entered into for business purposes. However, you and the company are responsible for all use of the account.

## **PROHIBITED USES**

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You must not:

- give your card or account number to others or allow them to use your card or account for charges, identification or any other purpose,
- return goods or services obtained using your account for a cash refund,
- use your card to obtain cash from a merchant for a charge recorded as a purchase or obtain cash from any source through a contactless transaction,
- obtain a credit to your account except by way of a refund for goods or services previously purchased on your account,
- use your account if you or the company are bankrupt or insolvent or if you or the company do not honestly expect to be able to make your required payment on your next statement,
- use your card if it is found after having been reported to us as lost or stolen,
- transfer balances from another account with us to pay your account (unless we permit),
- use your account if your card has been suspended or cancelled or after the valid date shown on the front of the card, or
- use your account for an 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.

It is your responsibility to ensure that there is no prohibited use of your account by you, the company and any supplementary cardmembers. You and the company will be responsible for any prohibited use of your account even if we did not prevent or stop the prohibited use.

## **STATEMENTS**

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Subject to applicable law, we will send or make available to you monthly statements of account (called *statements*) for each billing period during which there are any charges or a balance owing to us on the account. Each statement will show important information about your account, such as the outstanding balance on the last day of the billing period (called the *new balance*), the minimum payment due, the payment due date and will include charges made by you and any supplementary cardmembers. If your account is seriously overdue or you have a credit balance, we may stop sending you statements.

Always check each statement for accuracy and contact us as soon as possible if you need more information about a charge on any statement.

If you have a complaint or problem with your statement or any charge on it, inform us immediately but in any event you should contact us within 21 days of the closing date shown on your statement. If you do not inform us in a timely manner, the statement will be considered accurate except for any amount which has been improperly credited to the account and you may not later make a claim against us in respect of any item on the statement. If we request, you agree to promptly provide us with written confirmation of your complaint or problem.

If you enroll in online statements you agree that we may stop sending paper statements. You agree that any specific terms about online statements that we provide to you will apply and form part of this agreement.

If you do not receive a statement in any month, for example as a result of postal delay or interruption, you must contact us to check what payment is due and the due date.

## **FLEXIBLE PAYMENT OPTION**

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The flexible payment option is a feature that allows you to pay a portion of your balance over time, subject to the conditions set out in this agreement. If you choose to use this feature, we must still receive at least the minimum payment amount indicated on your statement. If you use this feature, interest will apply. Please see the “Charge Card/Interest Charges” section of this agreement for details on how interest is calculated and charged. The flexible payment option is subject to a limit (the “flexible payment option limit”) and any billed balance above this limit will become due in full, and will be included as part of your required minimum payment amount. Please see the “Minimum Payment” section of this agreement for details on how your minimum payment is calculated and when it is due.

### **Flexible Payment Option Limit**

The flexible payment option limit represents the maximum balance you are able to pay over time using the flexible payment option feature. Your flexible payment option limit and the remaining amount available from this limit will be shown on your statement.

### **Using The Flexible Payment Option Feature**

All purchases and annual card membership fees are automatically eligible for the flexible payment option feature, as long as they do not cause you to exceed your flexible payment option limit. If a charge causes you to exceed your flexible payment option limit, only the portion of that charge that fits within the flexible payment option limit will be eligible to be paid over time. All other charges are due in full by the date shown on your monthly billing statement.

To use the flexible payment option feature, simply pay any amount between the minimum payment amount indicated on your statement and the new balance owing on your account. You are not required to use the flexible payment option feature. You can always pay the new balance in full each month.

### **Due in Full Balances**

All balances in excess of the flexible payment option limit (at the time your monthly statement is produced) plus all fees (except for annual card membership fees) and funds advances (regardless of whether or not your account’s balance exceeds the flexible payment option limit) must be paid in full and received by us each month by the payment due date shown on your billing statement. These are your account’s ‘due in full’ balances. Interest is charged on ‘due in full’ balances only when they become delinquent. Please see the “Charge Card/Interest Charge” section of this agreement for details.

For illustration purposes, consider the following three examples. In all cases

your account has a \$10,000 flexible payment option limit, you are not a resident of Quebec and you started the month with nothing owing on your account:

Ex. 1: Your purchases for the billing period total \$14,000. Your due in full balance of \$4,000 (being the amount over the flexible payment option limit) will be added to the minimum payment amount and must be paid by the payment due date. In this example, the required minimum payment amount is \$4,010 because the amount over the flexible payment option limit (\$4,000) is added to \$10 in accordance with the formula for calculating the minimum payment amount.

Ex. 2: Your purchases for the billing period total \$8,000. Since this is below your flexible payment option limit, there will be no 'due in full amounts' added to your minimum payment. In this example, the required minimum payment amount is \$10.

Ex. 3: Your purchases for the billing period total \$1,000 and for the same period, your account was also charged \$500 for annual fees, \$100 for other fees, and \$700 for funds advances. In this case, the \$1,000 in purchases and \$500 for annual fees can be paid over time, but the \$800 in other fees and funds advances are considered as 'due in full' balances and must be paid (they will be included as part of the minimum payment amount) by the payment due date. In this example, the required minimum payment amount is \$810.

In all of these examples, you could have chosen to pay the full new balance and avoided all interest charges. Alternatively, you could have paid any amount equal to or greater than the minimum payment amount and less than the new balance and used the flexible payment option feature.

## **MINIMUM PAYMENT**

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You agree to pay us at least the minimum payment (also referred to as the *minimum amount due*) requested by the payment due date shown on a statement.

If you do not receive a statement in any month, for example as a result of postal delay or interruption, you must contact us to check what minimum payment is due and the due date.

The method for determining the minimum payment is set out in the information box. You can always pay us (i) more than the minimum payment, (ii) before the payment due date, (iii) more often than once a month, or (iv) the outstanding balance at any time.

If your primary address changes to or from Quebec, the applicable minimum due calculation will take effect on your next statement.

## **CHARGE CARD/INTEREST CHARGES**

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While you may always choose to pay your full new balance shown on your statement, interest charges will apply if we do not receive your full new balance by the due date on your statement.

### **How do you receive an interest grace period?**

The interest grace period from the closing date of the current statement to the closing date of the next statement varies and will be 28, 29, 30, or 31 days depending on the number of days in the calendar month in which the current closing date occurs.

Interest will not be charged on transactions and you will have an interest grace period of up to 31 days from the closing date on your statement if every month we receive **payment in FULL** by the next statement date after the transaction first appeared on your billing statement. **Payment in FULL** means payment of the total new balance shown on your statement which is made up of all charges to your account (including purchases, funds

advances, fees and other charges) up to the closing date.

### **Interest on flexible payment option balances**

If we do not receive **payment in FULL** by the next statement date, you will be charged interest on all transactions (except those that are not subject to interest) shown on that month's statement and interest will be applied to your account as described below. Any partial payment of your balance will have the effect of reducing the interest payable on your account. Except for Quebec residents, even if we receive **payment in FULL** of the new balance shown on your most recent statement, you will still be charged interest on all previously billed and unpaid transactions (except those that are not subject to interest), if any, up until the date that we receive **payment in FULL** of that statement. These additional interest charges will appear on your next statement.

### **Interest on Due in Full balances**

Due in full balances are part of the required monthly minimum payment and must be paid by the next statement date. However, interest only applies to due in full balances if they become delinquent. A due in full balance becomes delinquent when it remains unpaid on the last day of the billing period in which it is due.

### **How do we calculate interest and when is it added to your statement?**

*Interest on Flexible Payment Option balances:* Subject to any applicable grace period, any interest on a charge is applicable from and including the day the charge is made (also referred to as *the transaction date* on your statement), or from and including the first day of the billing period in which it is first charged to your account, if that is later, until the date we receive **payment in FULL and credit your account**.

*Interest on Due in Full balances:* Delinquent due in full amounts are subject to interest from the first day of the billing period after they become delinquent, until the date we receive **payment in FULL** of this balance. Interest is not charged on interest or fees (except for annual card membership fees).

Interest is calculated each day during a billing period on the daily closing balance of charges on which interest is payable (taking into account any payments or credits to your account) at the daily rate (which is the annual interest rate divided by 365 or 366 in the case of a leap year). We add together the interest charges for each day and the total interest for the billing period is then charged to your account and will appear on your statement on the last day of the billing period identified as "interest". If different interest rates apply to different parts of the balance on your account, we will separately calculate each daily closing balance and interest in the same manner. Daily closing balances with a credit balance are treated as zero (0).

### **What interest rates apply to your account?**

We charge interest at the annual interest rate or rates (called *interest rate*) set out in the information box and disclosure statement. Please refer to the information box and disclosure statement for an explanation of how we determine which interest rate applies to the account. The interest rate(s) applicable to a billing period will be set out on your statement.

Examples:

In all cases, assume that you have a flexible payment option limit of \$10,000, you are not a resident of Quebec and no amount was owing on the account at the beginning of the March billing period. Assume each billing period corresponds to a calendar month.

Ex. 1: You charge \$8,000 in purchases to your account on March 2<sup>nd</sup> and your first statement is issued March 31, due April 21. If we receive \$8,000 by April 21,

no interest will apply. If we receive \$8,000 by April 27<sup>th</sup>, you will have lost your grace period and interest will apply from March 2<sup>nd</sup> until April 27<sup>th</sup> on the entire \$8,000 balance. If we receive \$8,000 on May 3<sup>rd</sup>, you will have lost your grace period and interest will apply from March 2<sup>nd</sup> until May 3<sup>rd</sup> on the entire \$8000 balance.

Ex. 2: You charge \$12,000 in purchases to your account on March 2<sup>nd</sup> and your first statement is issued March 31, due April 21. If we receive \$12,000 by April 21, no interest will apply. If we receive \$12,000 by April 27<sup>th</sup>, you will have lost your grace period on the flexible payment option balance (\$10,000) and interest will apply to that balance from March 2<sup>nd</sup> until April 27<sup>th</sup>. There will be no interest on the remaining \$2,000 due in full balance as it was not yet considered delinquent. If we receive \$12,000 on May 3<sup>rd</sup>, you will have lost your grace period and been delinquent. Interest will apply from March 2<sup>nd</sup> until May 3<sup>rd</sup> on the flexible payment option balance (\$10,000) at the interest rate in effect for flexible payment option balances. Interest will apply from May 1<sup>st</sup>- May 3<sup>rd</sup> on the due in full balance (\$2,000) at the interest rate in effect for delinquent due in full balances. No interest will apply on the due in full balance prior to May 1<sup>st</sup>.

## **NO PRE-SET SPENDING LIMIT**

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Unless we inform you of a spending limit, your account has no pre-set limit for purchases. No pre-set spending limit does not mean unlimited spending. Each purchase is approved based on the total outstanding balance and credit history of all of your accounts established with us, your credit history with other financial institutions and your personal resources and income known by us. Proof of resources and security may be required. We reserve the right to deny authorization of any charge (including charges below the flexible payment option limit) for any reason.

While your account has no pre-set spending limit, the flexible payment option limit applies and represents the maximum portion of your balance that you may pay over time, if you choose to do so. For additional details, please see the “Flexible Payment Option” section of this agreement.

## **FEES AND COMMISSIONS**

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The fees and commissions that apply to your account are set out in the information box and disclosure statement. You and the company agree to pay the fees and commissions and authorize us to charge them to your account. We reserve the right to change the circumstances in which any of the fees or commissions on your account is charged and the amount of those fees or commissions. You and the company agree that we may impose additional fees and commissions at any time. We will provide notice of any changes or additional fees and commissions if required by applicable law and in accordance with the “Changes” section of this agreement.

## **LIABILITY**

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You and the company are liable to us, jointly and severally (or in Quebec, solidarily) and promise to pay to us when due all amounts outstanding on your account, which includes paying:

- charges on all cards issued to you and to any supplementary cardmembers even if there was no signature or card presented (including telephone, internet and mail orders) and even after cards have been cancelled and this agreement has been ended,
- charges made by any other person if you or any supplementary cardmember allowed them to use your account,
- charges made in breach of this agreement or fraudulently by you or permitted by you or any supplementary cardmember, and
- unauthorized charges related to a lost or stolen card or code being used by



an unauthorized person under the circumstances set out in the “Lost and Stolen Cards and Misuse of Your Account” section of this agreement.

A supplementary cardmember is an authorized user of your account but does not have an account with us and is not liable to us for any charges to your account.

## **PAYMENTS**

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Payments may be made by any of the methods set out in your statement. You must also comply with any instructions and requirements regarding payments as set out in your statement or that we otherwise provide you. We will only credit payments to your account upon receipt by us. Financial institutions are not authorized to receive payments on our behalf.

You must pay us in Canadian dollars. If you choose to pay by pre-authorized payment, you and the company agree that any specific terms that we provide to you at enrollment will apply and form part of this agreement.

We are not obligated to accept payments that do not conform to our requirements. If we accept payments that do not conform to our requirements, the payment may be delayed and will not be credited to your account until it is converted into the required form. We may charge your account for any costs we incur and we may impose additional charges for converting payment including the currency conversion commission as specified in the information box and disclosure statement.

If we accept late or partial payments or any payment described as being in full or in settlement of a dispute, we will not lose any of our rights under this agreement or the law including the right to recover the full balance owing.

Payments for your account must be sent separately from payments to any other account. If multiple payments are sent together or if you do not clearly designate your account to be paid, we may apply payments to any account at our sole discretion.

Although we may credit your account for a payment, we reserve the right to reverse the payment if it is returned or dishonoured for any reason.

If you do not make your payment as required or if there is a dishonoured payment, we may consider your account in default under the “Default” section of this agreement. A dishonoured payment fee is payable as set out in the information box and disclosure statement if any payment to your account is returned or not honoured immediately for its full amount by the financial institution for any reason.

## **ALLOCATION OF YOUR PAYMENTS**

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Your account may have balances in categories of charges with different interest rates or where interest does not apply. For example, due in full balances may be subject to a higher interest rate than balances within the flexible payment option limit. We will generally apply your payments up to and including the minimum payment to balances that are due in full that billing period. We will normally apply payments to your account in the following order:

- first, to interest on all charges (where applicable),
- second, to dishonoured payment fees,
- third, to fees for services provided by us that appear as a separate item on a statement,
- fourth, to insurance premiums that are optional services offered through us,
- fifth, to any taxes charged by us that appear as a separate item on a statement,
- sixth, to any due in full purchase balances and funds advances that have appeared on a statement,

- seventh, to any flexible payment option balances that have appeared on your statement,
- and last, to transactions that have not yet appeared on a statement but are posted to your account.

If you only pay the minimum payment required each month, due in full balances will always be paid in full.

If you pay an amount in excess of the minimum payment amount but less than the new balance, your minimum payment amount (including due in full balances) will normally be paid first. The first six categories of balances will normally form part of your minimum payment. The seventh category of balances will always be part of the flexible payment option balance except for small amounts allocated to your minimum payment as per the section titled Minimum Payment (specifically, \$10 for cardmembers outside Quebec and the applicable percentage of the balance for Cardmembers within Quebec). The final category of balances are not yet due and would only be paid once all balances due that billing period have been paid in full.

## **CHARGES MADE IN FOREIGN CURRENCIES**

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If you make a charge or receive a refund in a currency other than Canadian dollars that charge or refund will be converted into Canadian dollars by our currency conversion affiliate, AE Exposure Management Limited (AEEML). The conversion will take place on the date the charge or refund is processed by us, which may not be the same date on which you made your charge or received your refund as it depends on when the charge or refund was submitted to us. This means that the exchange rate used by AEEML may differ from the rate that is in effect on the date of your transaction or refund. Exchange rate fluctuations can be significant. This conversion rate is set by AEEML on each weekday except January 1 and December 25 (each, a *rate selection day*).

If the charge or refund is not in U.S. dollars, the conversion will be made through U.S. dollars, by converting the charge or refund amount into U.S. dollars and then by converting the U.S. dollar amount into Canadian dollars. If the charge or refund is in U.S. dollars, it will be converted directly into Canadian dollars. Conversion commissions we apply to original charges will not be returned on refunds. Conversion rates applied to refunds may differ from conversion rates applied to original charges. As a result, the amount of the refund will generally differ from the amount of the original charge. However, we do not charge an additional currency conversion commission on a refund.

Unless a specific exchange rate is either required by law, or is used as a matter of local custom or convention (in which case AEEML will look to be consistent with that custom or convention), AEEML's conversion rates are based on interbank rates selected from customary industry sources on the rate selection day prior to the processing date, which we increase by a single conversion commission as specified in the information box and disclosure statement or as otherwise disclosed by us. If charges are converted by third parties prior to being submitted to us, any conversions made by those third parties will be at rates selected by them and may include a commission or charge, also selected by the third party. It is your decision whether to use the third party currency conversion or not. You should check the rates and charges before completing the transaction. When a transaction is converted by a third party and is submitted to us in Canadian dollars, we will not apply a currency conversion commission.

## **SUPPLEMENTARY CARDMEMBERS**

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At your request, we may issue a card on your account to another person (called a *supplementary cardmember*). We may limit the number of supplementary cards issued on one account. We generally do not provide copies of statements,

notices and other communications to a supplementary cardmember.

You agree that we are not entering into a credit agreement with any supplementary cardmembers, and that you alone are responsible to ensure that each supplementary cardmember reads, understands and complies with this agreement including the information box and disclosure statement and any notices and other communications that we may send to you.

To cancel a supplementary card, please see the “Cancelling This Agreement/ Closing The Account” section of this agreement.

### **Supplementary Card Spending Program**

The optional supplementary card spending program (the “*program*”) helps you control and manage the spending of your supplementary cardmember(s) during each billing period. By enrolling in this program, you (the basic cardmember) and the company agree to the following terms.

You may select a spending amount up to which a supplementary cardmember will be able to make charges to their supplementary card during each billing period. This spending amount is not affected by payments or credits made by or on behalf of the supplementary cardmember during a billing period. The spending amount will automatically reset at the beginning of each new billing period. It is your responsibility to ensure each supplementary cardmember is made aware of any spending amount that applies to their account as well as the date on which the spending amount resets each month. You can select a different spending amount for each supplementary cardmember.

Not all charges made to a supplementary cardmember’s account will be included in the spending amount, and these exceptions are detailed below. This means that certain charges may be approved even if a supplementary cardmember has exceeded his card’s spending amount for that billing period. This means that **the program does not provide for or guarantee a fixed limit or cap on all charges made by a supplementary cardmember.**

You and the company are liable for all charges made by supplementary cardmembers, even if they exceed the spending amount established with this program.

A supplementary cardmember could exceed the spending amount if a charge from any of the following exception categories is made to the supplementary card:

- fees (e.g. card annual fees),
- cash advances using the card,
- transactions treated as cash, which may include purchases of money orders and wire transfers (some exceptions may apply),
- balance transfers,
- purchases of travellers cheques (some exceptions may apply), and
- purchases of foreign currency (e.g. buying U.S. Dollars or Mexican Pesos at your bank or at a foreign exchange centre).

By way of an example, assume the following: (i) \$1000 spending amount previously set on the supplementary card; and (ii) \$950 in total charges on the supplementary card so far that billing period.

- A \$100 purchase of foreign currency will be approved even though it will cause the total charges to exceed the spending amount and reach \$1050. This is because foreign currency purchases are an exception category listed above and do not count toward the spending amount. If the supplementary cardmember later (during the same billing period) attempts to make a regular retail purchase in the amount of \$75, it will be declined as the total charges on the card will already be at \$1050 for that billing period ( $\$950 + \$100 = \$1050$ ).

- However, if the supplementary cardmember attempts to purchase an additional \$125 in foreign currency later that same day, that charge will be approved (because foreign currency purchases do not count toward the spending amount) and the total charges on the supplementary card will increase to \$1175 for that billing period ( $\$950 + \$100 + \$125 = \$1175$ ).

The charges from any of the exception categories listed below are subject to (and count toward) the spending amount only once they are posted to the account. However, if these charges result in a supplementary cardmember's total charges in a billing period exceeding the spending amount, the charges (i) will not be declined solely on that basis; and (ii) could cause the spending amount to be exceeded.

- charges where there is a delay in our receiving or processing the charge, such as manually submitted (paper) charge records and deferred electronic submission of the charge (where there are connectivity issues, such as in-flight purchases), and
- charges at merchants where we have arrangements with them which may affect our ability to recognize the charge as qualifying under the program. The majority of these will be low value contactless or low value chip & PIN charges.

By way of an example, assume the following: (i) \$1000 spending amount previously set on the supplementary card; and (ii) \$850 in total charges on the supplementary card so far that billing period.

- A \$75 charge that was made last month but did not post to the account until the current billing period will be approved and will cause the total charges on the card this billing period to increase to \$925 ( $\$850 + \$75 = \$925$ ).
- If the supplementary cardmember later (during the same billing period) tries to make a purchase for \$100 at a retail store, that charge will be declined as it will exceed the spending amount of \$1000 ( $\$850 + \$75 + \$100 = \$1025$ ).
- However, if the supplementary cardmember makes the \$100 retail purchase first and the delayed \$75 charge from the prior month is only posted to the card afterwards, both charges will be approved and the card will have total charges of \$1025 this billing period ( $\$850 + \$100 + \$75 = \$1025$ ).

The difference between the second and third example above is the \$100 retail charge will only be approved if it does not cause the total charges that billing period to exceed the spending amount. The \$75 delayed charge, however, may be approved whether or not it causes the spending amount to be exceeded.

The spending amount you select for a supplementary cardmember when you enroll in the program will apply to charges made by that supplementary cardmember on or after the date that we assign the amount on our systems. This means that when you initially enroll a supplementary cardmember in the program, charges made by that supplementary cardmember(s) before that date **will not be included** in the set spending amount for the current billing period. For example, if you have a supplementary cardmember who has already made \$750 in charges in the current billing period and you select a spending amount of \$2000 per month, that \$750 will not be included as part of the \$2000. This means the supplementary cardmember will have the ability to charge up to \$2750 for that first billing period and then \$2000 for each billing period thereafter.

You may change the set spending amount you have previously selected at any time. If the spending amount is increased, the supplementary cardmember's ability to charge will be increased once we are able to process the change. Unlike the initial enrollment of a supplementary cardmember, charges made

by that supplementary cardmember before that date **will be included** in the spending amount for the current billing period. For example, if a supplementary cardmember has a \$1000 spending amount in place and has already made \$750 in charges so far this billing period, if you increase the spending amount to \$2000 per month, that \$750 balance will be included as part of the \$2000 spending amount. This means that the supplementary cardmember will only be able to charge \$1250 for the remainder of the current billing period and then \$2000 for each billing period thereafter.

If you wish to reduce an existing set spending amount to one that is lower than the supplementary cardmember's total charges so far that billing period, that supplementary cardmember's card may not be used to make further charges until the next billing period.

As with all spending amounts, charges from any of the exception categories previously mentioned apply to the examples in the above paragraphs.

Your enrollment into this program does not guarantee that the supplementary cardmember(s) will be able to make charges up to the amount you specify when you enroll. Approval for all charges remains subject to our usual business and risk controls.

If you decide you no longer wish to manage your supplementary cardmember(s) spend by using this program and notify us of this, your supplementary cardmember(s) will be able to charge without restriction, subject to our usual business and risk controls.

It is also your responsibility to ensure that each supplementary cardmember is aware of the amount you have selected and of any changes you make under this program. You agree that we may also confirm the set spending amount to the supplementary cardmember if they contact us.

## **FUNDS ADVANCES**

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If we permit you to obtain funds advances with your card, then:

- you must obtain a code to access ATMs that accept the card,
- we may impose limits and restrictions on funds advances such as the minimum and maximum limits that apply to funds advances for each transaction, day, billing period or otherwise,
- participating financial institutions and ATM operators may impose their own limits and restrictions on funds advances such as limits on the number of funds advances, the amount of each funds advance and access to available services at ATMs,
- we reserve the right to terminate your access to ATMs or not approve any funds advance transaction without cause and without providing any notice to you, even if your account is not in default,
- fees apply as set out in the information box and disclosure statement and the ATM provider may also charge a fee, and
- you must comply with any additional terms and conditions that we provide to you.

## **RECURRING CHARGES**

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You or a supplementary cardmember may authorize a merchant to bill your account at regular intervals for goods or services (called *recurring charges*). Here are some important things that you need to know about recurring charges and your account.

### **Replacement Cards and Cancelled Cards**

A replacement or new card (called a *replacement card*) may be issued to you if your card is lost, stolen, damaged, cancelled, expired or switched to a different card type. We may, but are not required to, provide merchants with updated

information about your card account, which may include providing updates to your card number and expiry date, providing a token (to enhance security for charges to your account) and informing the merchant if your account is cancelled. Information may be updated before you receive your replacement card. Contact us about your choices.

**In order to avoid potential disruption of recurring charges and the provision of goods or services by the merchant in the case of a replacement card or cancelled card, it is always your responsibility to contact the merchant and provide replacement card information or make alternate payment arrangements.**

You and the company agree to be responsible for any recurring charges that may continue to be charged to your account from a card that has been replaced or cancelled. Recurring charges may be automatically charged to a replacement card without notice to you.

### **Stopping Recurring Charges**

To stop recurring charges being billed to your account, you must have the right to do so by law or under your arrangement with the merchant and you must advise the merchant in writing or in another way permitted by the merchant to stop billing charges to your account.

### **Our Enrollment Services**

If we permit, you or a supplementary cardmember may authorize us or our agent to enroll you with a merchant for recurring charges. You will remain responsible to make other payment arrangements until the recurring charges begin to be applied to your account. We are not responsible for any failure to enroll your account for recurring charges or if the merchant fails to charge your account. The paragraph "Stopping Recurring Charges" above also applies if you or a supplementary cardmember uses our enrollment services.

### **AUTHORIZATION**

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We may require charges to be authorized by us before they are accepted by a merchant. We may refuse any request for authorization of a charge without cause and without providing any notice to you, even if your account is not in default.

### **CARD IS OUR PROPERTY**

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Although you and any supplementary cardmember use cards on your account, all cards remain our property at all times. You may be asked and you agree to return the card to us or anyone we ask to take it on our behalf, including merchants. We may also inform merchants that your card is no longer valid.

### **REPLACEMENT CARDS**

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You and the company authorize us to send you and any supplementary cardmembers a replacement card before the current card expires. You must destroy any expired cards by cutting them up or returning them to us. This agreement as amended continues to apply to any replacement cards we issue.

### **PRIVACY**

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#### **Consent to use of Personal Information**

In this section, the words *we*, *us* and *our* mean Amex Bank of Canada (*Amex Bank*), its affiliates (including Amex Canada Inc., a provider of travel related services), and their agents and service providers (acting on their behalf). Personal information is any information which relates to an individual and allows that individual to be identified (*Information*).

We collect, disclose, use and process Information:

- (1) to consider initiating and to initiate, maintain and develop our relationship with you in connection with our offering products and

services generally, including helping us to understand the current and future needs of our customers and to otherwise analyze and manage our business,

- (2) to administer billing and accounting services and security measures in relation to your business with us,
- (3) to monitor your transactions,
- (4) to evaluate your credit standing,
- (5) to share and exchange reports and information with credit reporting agencies, credit bureaus and any other person, corporation, firm or enterprise with whom you have or propose to have a financial relationship including merchants that accept our cards and to use other third party databases (including registries, licensing authorities, identification services, telecom providers) or references provided by you to obtain or verify information about your financial circumstances, your background, to identify you and detect fraud; we may verify name, address, phone number, email and other information; for a supplementary cardmember, this sharing, exchange or use will also apply but not to our reporting of credit information,
- (6) as permitted by or to comply with legal and regulatory requirements,
- (7) to promote and to market products and services offered by us or other well established companies, including by means of direct marketing through ordinary mail, e-mail, telephone, text message, your statements or other available communication channels, and
- (8) where the provision of services or benefits provided to you in relation to the account are offered by or include the participation of third party suppliers, to our sharing and exchanging with such third party suppliers and their agents and service providers any Information reasonably required for the provision of the service or benefit.

If provided, your Social Insurance Number will be used to match credit bureau/reporting agency Information, to help ensure the accuracy of the Information collected and reported.

Our customer service e-mail, text message and other electronic communications with you may include account alerts, statement, collection and other notices.

You agree that we may monitor and record any of your telephone calls with us for the purposes of servicing accuracy, quality assurance and training.

Amex Bank of Canada, American Express Travel Services and their affiliates share information related to mutual customers to provide personalized, proactive and coordinated concierge and travel servicing.

We may use Information in our records for as long as it is needed for the purposes described above even after our relationship with you has ended.

You consent to our collection, disclosure, use and processing of Information about you for the purposes described above. You authorize third parties to give us the Information for these purposes. If you provide us with Information about any other individual, you confirm that the individual

- (i) consents to our collection, disclosure, use and processing of that Information for these purposes as reasonably required (provided that all these purposes will apply to supplementary cardmembers), and
- (ii) authorizes third parties to give us the Information for these purposes.

See our Privacy Code for other information about your privacy rights. It provides further illustrative descriptions and examples to help you understand:

- the nature of personal information collected and how it relates to the purposes in this agreement,
- how to request access and correction to information held by us,
- our approach to processing and storage of information outside of Canada, and
- additional details about your consent rights.

You should also see our Online Privacy Statement, which is part of the Privacy Code, and describes and provides illustrative descriptions and examples to help you understand how we collect, use, disclose and safeguard information online including through websites, mobile applications, and other online communications and content. Our Online Privacy Statement is available on our website. We may update the Privacy Code and the Online Privacy Statement and the most recent version will be available at [www.americanexpress.ca/privacy](http://www.americanexpress.ca/privacy).

### **Business Information Consent**

The company consents to the sharing and exchange of credit and other information by us (as defined in the above “Consent to Use of Personal Information” section) with credit reporting agencies, credit bureaus, or any other person, corporation, firm or enterprise with whom the company has or proposes to have a financial relationship and to the use of other third party databases or references provided on behalf of the company to obtain or verify information about the company and its financial circumstances.

### **ADDITIONAL SERVICES**

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We may make available additional services or benefits which will be subject to separate terms and conditions. Examples of services or benefits include insurance, assistance services, rewards programs and merchant offers.

We may receive compensation from additional service providers and our compensation may vary by provider and product. Your account will be charged for any fees or premiums that may apply for services and benefits.

Services and benefits that are provided by third parties are subject to the terms and conditions set by the third party and any dispute must be settled directly with the third party. Services and benefits may be changed or cancelled with or without notice. We are not responsible for any service or benefit not directly provided by us.

If your account is closed, it will be your responsibility to obtain replacement services and benefits or make new payment arrangements with the third party if the service is still available.

### **INSURANCE**

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We identify insurance providers and products that may be of interest to some of our customers. In this role we do not act as an agent or fiduciary for you and we may act on behalf of the insurance provider, as permitted by law.

We receive compensation from insurance providers and our compensation may vary by provider and product. Also, in some cases, an entity that is affiliated with us may be the insurer or reinsurer and may earn insurance or reinsurance income. The arrangements we have with certain providers, including the potential to reinsure products, may also influence what products we identify.

We do not require you to purchase any insurance product, and you may choose to cover your insurance needs from other sources on terms they may make available.

### **LOST AND STOLEN CARDS AND MISUSE OF YOUR ACCOUNT**

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You must tell us immediately by telephone at the number shown at the end of this booklet if:



- a card is lost or stolen,
- a replacement card has not been received,
- someone else learns a code, or
- you suspect there is risk of unauthorized access or use of your card or account.

If a card that you have reported lost or stolen is later found, you must destroy it and wait for the replacement card.

For loss, theft or fraudulent use of the card or account, provided you and any supplementary cardmember do not demonstrate gross negligence (in Quebec, gross fault), in safeguarding your card, account information or your personal authentication information, then you will not be liable to us for any unauthorized charges and your maximum liability for these charges will be \$0.

**Please see the American Express Fraud Protection Guarantee available at [www.amex.ca/fraudprotection](http://www.amex.ca/fraudprotection).**

Subject to the previous paragraph, if you or any supplementary cardmember did not comply with this agreement (including the section “Use of Your Account and Codes”), or if you or any supplementary cardmember contributed to, were involved in, or benefited from the loss, theft or misuse, you are liable for any charges; for example, if you gave your card or codes to another person to use. Any such charges will not be considered unauthorized charges or use of a card in an unauthorized manner.

You, any supplementary cardmember and the company agree to cooperate with us, including giving us a declaration, affidavit or a copy of an official police report, if we ask. You, any supplementary cardmember and the company also agree that we may provide information to authorities.

## LANGUAGE

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You confirm that you wish this agreement and all communications, including statements, notices and other documents from us or our affiliates to be in English until you otherwise advise us.

Vous confirmez que vous désirez que la présente convention et toute communication, y compris les relevés, avis et autres documents, provenant de nous ou des sociétés membres de notre groupe, soient en anglais, à moins d’avis contraire de votre part.

## ARBITRATION

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### *Definitions*

As used in this Arbitration provision,

*you* or *your* mean the basic cardmember, any supplementary cardmember(s) and the company,

*we*, *our* and *us* mean Amex Bank of Canada and its affiliates (including Amex Canada Inc., a provider of travel related services),

*Claim* means any claim, dispute or controversy between you and us, whether contractual, extra-contractual, tortious or statutory, arising from or relating to your account, this agreement, and any other agreement that you have or may have had with us, or the relationships resulting from any of the above agreements (*Agreements*), including the validity, enforceability or scope of this Arbitration Provision or the Agreements. Claim also includes any claim, dispute or controversy that arises from or relates to:

- any of the accounts created under any of the Agreements, or any balances on any such accounts,
- advertisements, promotions or oral or written statements related

to any such accounts, goods or services financed under any of the accounts or the terms of financing,

- (c) the benefits and services related to card membership (including fee-based or included benefit programs and any rewards programs), and
- (d) your application for any account.

### ***Initiation of Arbitration Proceeding/Selection of Administrator***

Any Claim will only be resolved by arbitration pursuant to this Arbitration Provision and the National Arbitration Rules (the “Rules”) of ADR Institute of Canada, Inc. (the “Administrator”) or its successors or a replacement Administrator.

For a copy of the Rules, to file a Claim or for other information about the Administrator, contact them at:

ADR Institute  
234 Eglinton Avenue East, Suite 407  
Toronto, Ontario M4P 1K5  
E-mail: admin@adric.ca

Prior to the initiation of any Claim we have the right to change or replace the Administrator and the Rules at our sole discretion.

### ***Small Claims Court Proceedings and Complaint Procedures***

Notwithstanding anything to the contrary in this Arbitration Provision, you will have the right to pursue any Claim without resort to arbitration in a small claims court of your province or territory so long as the Claim is individual, within the jurisdiction of and pending only in that court.

You may also access our complaint escalation procedures. Please refer to the “Amex Bank of Canada – Complaint Handling Procedures” section of this agreement under the heading “Other Important Information”. However, please note that our Bank Chief Complaints Officer and the Ombudsman for Banking Services and Investments may not deal with complaints that are the subject of arbitration or small claims court proceedings.

### ***Consolidation***

All Claims will be arbitrated on an individual basis. The parties agree that individual arbitration provides a more efficient and cost effective method of resolving Claims than court litigation. However, Claims brought by you against us, or by us against you, may be joined, heard one after the other or consolidated, as the arbitrator will direct, in arbitration with Claims brought by or against someone other than you, if agreed to in writing by all party cardmembers. The parties further agree that the arbitrator will have no jurisdiction or authority to consider any Claim brought on a class action or representative party basis.

### ***Arbitration Procedures and Appeal***

The arbitrator will take reasonable steps to preserve the privacy of individuals and of business matters. Where the Claim being arbitrated is for an amount less than \$50,000 there will be no oral discoveries subject to the discretion of the arbitrator to direct otherwise. The arbitrator’s decision will be final and binding. However, where an appeal is not prohibited by statute, any party can appeal the award to an appeal panel administered by the Administrator, which will consider anew any aspect of the initial award objected to by the appealing party.

Where the award under appeal is for \$50,000 or less, the appeal will be to a single appeal arbitrator and where the award under appeal is for more than \$50,000 the appeal will be to a three- member appeal panel. The appealing party will have 30 days from the date of entry of the written arbitration award to notify the Administrator that it is exercising the right of appeal.

The Administrator will then notify the other party that the award has been appealed. The Administrator will appoint the appeal panel that will conduct an arbitration pursuant to the Rules and issue its decision within 120 days of the date of the appealing party's written notice. The decision of the three member appeal panel will be by majority vote.

The appeal decision will be final and binding and there will be no further appeal. The appeal decision will be considered as a final award.

### ***Location of Arbitration/Payment of Fees***

Any arbitration hearing that you attend will take place in the province or territory of your residence. We will be responsible for paying the arbitrator and arbitration administration fees (including filing, administrative, hearing or other fees) unless the arbitrator or appeal panel determines that your Claim was frivolous or vexatious, in which case, the fees will be in the discretion of the arbitrator or appeal panel.

Awards of legal costs will be in the discretion of the arbitrator or appeal panel but in the event you are unsuccessful in the arbitration, or appeal where applicable, you will not be responsible for our legal costs unless the arbitrator or appeal panel determines that your Claim was frivolous or vexatious.

### **CHANGES**

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We may change any provision or section of this agreement at any time, including, provisions relating to use of your account, codes, permitted and prohibited uses, flexible payment option, minimum payment, interest, payments, statements, credit limits, balance transfers and cheques, installments, fees and commissions, foreign currency, minimum payment, how we apply payments, liability, supplementary cards, funds advances, recurring charges, authorization, replacement cards, privacy and information, additional services and insurance, lost and stolen cards and misuse of the account, dispute resolution, communicating with you, complaints, default, cancelling and closing the account or a card, assignment of claims, taxes, providing benefits and services associated with the account and changes affecting your and our rights and obligations.

We will inform you in accordance with the "Communicating With You" section of this agreement of any changes to the terms unless notice is not required by law. Certain changes can be made without notice in accordance with this agreement, the information box and disclosure statement and applicable law. If required, we will provide at least 30 days notice or the change won't be effective for 30 days thereafter, unless a shorter period is permitted under applicable law.

For Quebec residents, you may cancel your account without cost, penalty or cancellation indemnity by providing us notice no later than 30 days after any changes come into effect. You will still be obligated to pay all amounts owing on the account.

Continued use of your account will be deemed acceptance by you of all changes.

### **ASSIGNMENT**

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We may assign, transfer or sell our rights, benefits or obligations under this agreement at any time to an American Express affiliate or to a third party and you and the company consent to this without us having to notify you. If we do so, or intend to do so, you, any supplementary cardmember and the company agree that we can give information about you, any supplementary cardmembers, the company and your account to the third party or related party.

## **SEVERABILITY**

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If any provision of this agreement conflicts with any applicable law or regulation, that provision will be deemed to be modified or deleted so as to be consistent with law or regulation. This will not affect the parties' obligations which will continue as amended.

## **SUSPENSION**

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We may for any reason or without a reason and without informing you first, immediately stop you or any supplementary cardmember from using the card or we may refuse to authorize a charge. This agreement will continue if we take either of these actions and you and the company will still be responsible for all charges on your account.

## **DEFAULT**

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We may treat your account as being in default at any time in the event that you fail to comply with your obligations under this agreement such as failure to make any payment when it is due or if any form of payment is returned or not honoured in full.

We may also consider your account to be in default at any time if any statement made by you to us in connection with your account was false or misleading, you breach any other agreement that you may have with us or with any of our affiliates, if bankruptcy or other creditor proceedings are threatened or initiated against you or if we have any reason to believe that you may not be creditworthy.

The inclusion of any previously billed minimum payments and any portion of dishonoured payments in the minimum payment shown on a statement will not constitute a waiver by us of any default.

In the event of any default, you will also be responsible for all reasonable costs incurred by us or our agents including legal advisers, in recovering any amounts unpaid and in protecting ourselves from any harm we may suffer as a result of the default.

We can suspend or end this agreement or cancel any or all cards or reduce your flexible payment option limit immediately if you are in default. If we end this agreement you must pay all money you owe us immediately, including unbilled charges that may not be shown on your last statement or, at our discretion, continue to pay the minimum payment. Your obligations under this agreement continue until all amounts that you owe us have been paid.

If your card is cancelled for any reason, all other cards issued on your account will be cancelled at the same time.

You will continue to be responsible for all charges made using your account, including recurring charges, until your account is no longer used and any recurring charges are stopped. At our option, we may treat continued use of the account as a request for reinstatement and we may reinstate your account.

This paragraph applies to Quebec residents if we immediately require payment in full.

Clause required under the Consumer Protection Act. (Clause of forfeiture of benefit of the term)

Before availing ourselves of this clause, we must forward you a notice in writing and unless we are exempted in accordance with section 69 of the General Regulation, we must forward you a statement of account.

Within 30 days following the receipt by you of the notice and, where necessary, of 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 have a complaint about compliance with consumer protection laws, contact the Financial Consumer Agency of Canada (FCAC). For more information, please see the “Financial Consumer Agency of Canada” section of this agreement.

## **CANCELLING THIS AGREEMENT/ CLOSING THE ACCOUNT**

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### **You May Cancel This Agreement**

You may cancel this agreement for any reason within 14 business days after you receive your card for a new account or such additional period if we permit or under applicable law.

If you cancel within this time, we will refund or credit any annual fee for the new account. If you use or receive any benefit associated with the account before cancellation, the value of such benefit will be deducted from any refund you would otherwise receive. If you or a supplementary cardmember authorize any charge on the account, you will be required to repay all such amounts, including applicable interest.

You may cancel the agreement by phoning us at the number on the back of your card and providing us with your card number. You may also cancel by writing to us and including your name, card number and contact information.

### **You May Close Your Account**

You may end this agreement at any time by paying off all amounts owing on your account, destroying or returning to us all cards issued on your account, stopping use of your account and requesting the closure of your account. You can cancel a card issued to a supplementary cardmember by informing us by phone or in writing.

### **We May Close Your Account or Cancel Any Card**

At any time with or without a reason we can suspend or end this agreement or use of the account or cancel any or all cards. If we take such action, you will still be obligated to pay all amounts owing on the account.

## **COMMUNICATING WITH YOU**

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Statements, notices (which includes changes to this agreement), disclosures and other communications (together called *communications*) will be sent to you in writing and will be mailed or delivered to you at the address which is maintained in our records for your account or we may opt to provide communications or make them available to you electronically.

You agree and your application for or use of the account will be considered your written agreement that we may provide communications to you by any lawfully permitted electronic means, including e-mail, posting communications on an American Express website (including [www.americanexpress.ca](http://www.americanexpress.ca)) or other website of a third party service provider, making communications available to you through links provided on a statement or other notice, or any combination of these or other means and you hereby designate the information systems to which all such communications may be provided by us to you as the

information systems through which you will receive such communications.

**This means that we can provide statements, notices, changes to this agreement and other communications to you electronically.**

You agree that it is your responsibility to access and retain copies of all electronic communications that we may provide to you. You and the company agree not to dispute any electronic communication on the basis that it was not in writing or was not signed. Your agreement that we may provide communications by electronic means will survive termination of this agreement.

All mailed communications will be deemed received 5 business days after the date of the mailing unless you actually receive it earlier or when received in the case of a communication delivered by hand. All electronic communications that we provide to you will be deemed to be received by you once the electronic communication enters the information system designated for the receipt of electronic communications even if you do not access the electronic communication for any reason.

**This agreement incorporates all contact information relating to you that you have provided to us or authorized us to collect from third parties. You must inform us immediately if you change your place of residence, address or other contact information (such as postal, e-mail address, and telephone number) you have given to us, including any changes to supplementary cardmember details. We may make changes to your account without further notice based on your place of residence as set out in this agreement. For example, your minimum payment is determined by your province of residency. Please refer to the information box and disclosure statement for more information on how we determine your minimum payment.**

We are not responsible for any failure to receive any communication (including a statement) if we send it to the address or in accordance with other contact information for your account appearing in our records. You must inform us if you want an address or other contact information to apply to more than one account with us.

You and the company must also inform us of any changes to other information previously provided to us such as information you provided when you applied for your account. You and the company also agree to give us any additional information and support documentation that we reasonably request or as required by law.

## **NO WAIVER OF OUR RIGHTS**

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If we fail to exercise any of our rights under this agreement, this will not be a waiver of our rights and will not prevent us from exercising them later.

## **COMPLAINTS AND PROBLEMS WITH GOODS OR SERVICES PURCHASED**

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Subject to applicable law, if you have a complaint or problem with a merchant or any goods and services charged to your account, you must still pay all charges on your account and settle the dispute directly with the merchant.

However, if you have any question, problem or dispute concerning your account statement, you should contact us and we will take all reasonable and appropriate steps to provide the information you request or attempt to resolve the dispute.

## **ASSIGNMENT OF CLAIMS**

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Although we may have no obligation to do so, if we credit your account in relation to your claim against a third party such as a merchant, you and the company are automatically deemed to have assigned and transferred to us any rights and claims (excluding tort claims) against any third party for the

amount we credited to your account. After we credit your account, you and the company agree not to pursue any claim against or reimbursement from any third party for the amount that we credited to your account. You and the company also agree to cooperate with us if we decide to pursue a third party for the amount credited. Cooperation includes signing any documents and providing any information that we require. Crediting your account on any occasion does not obligate us to do so again.

## **EXAMPLES**

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When we provide examples in this agreement, they do not limit the provisions of this agreement. The terms *includes, such as* and *for example* mean, respectively, *includes without limitation, such as but without limitation* and *for example but without limitation*.

## **TAXES, DUTIES AND EXCHANGE CONTROL**

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You and the company must pay any government tax, duty or other amount imposed by law in any country in respect of the card, any charge on your account or any use of the account by you or any supplementary cardmember.

## **LIMITATION OF OUR LIABILITY**

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We are not responsible or liable to you, any supplementary cardmember or the company for:

- any delay or failure by a merchant to accept the card,
- goods and services you charge to your account, including any dispute with a merchant about goods and services charged to your account,
- any costs, damages or expenses arising out of our failure to carry out our obligations under this agreement if that failure is caused by a third party or because of a systems failure, data processing failure, industrial dispute or other action outside our control, and
- loss of profits or any incidental, indirect, consequential, punitive or special damages regardless of how they arise.

For example, we will not be liable to you, any supplementary cardmember or the company for any malfunction or failure of the card or refusal by a merchant to accept the card.

## **QUEBEC DISCLOSURES**

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### **The following section is only applicable to residents of Quebec**

Clause required under the Consumer Protection Act. (Open credit contract for the use of a credit card)

- (1) If you use all or part of the credit extended to make full or partial payment for the purchase or the lease of goods or for a service, you may, if the open credit contract was entered into on the making of and in relation to the sale, lease or service contract, and if we collaborated with the vendor, lessor, contractor or service provider with a view to granting credit, plead against us any ground of defence urgeable against any such vendor, lessor, contractor or service provider. You may also, in the circumstances described in the first paragraph, exercise against us, or against an assignee, any right exercisable against the vendor, lessor, contractor or service provider if any such vendor, lessor, contractor or service provider is no longer active or has no assets in Québec, is insolvent or is declared bankrupt. We or the assignee is then responsible for the performance of the obligations of the vendor, lessor, contractor or service provider up to the amount of, as the case may be, the debt owed to us at the time the contract is entered into, the debt owed to the assignee at the time it was assigned to him or the payment we received if we

assigned the debt.

- (2) If you are solidarily liable with another consumer for the obligations arising from an open credit contract, you are released from the obligations resulting from any use of the open credit account after notifying us in writing that you will no longer use the credit extended and that you no longer intend to be solidarily liable for the other consumer's future use of the credit extended in advance, and after providing us proof, on that occasion, that you informed the other consumer by sending him a written notice to that effect at his last known address or technological address. Any subsequent payment made by you must be applied to the debts contracted before you send us the notice.
- (3) If you enter into a preauthorized payment agreement with a merchant under which payments are made out of credit obtained under a credit card contract you may end the agreement at any time by sending a notice to the merchant. On receipt of the notice, the merchant must cease to collect the preauthorized payments. On receipt of a copy of the notice, we must cease debiting your account to make payments to the merchant.
- (4) You are not liable for debts resulting from the use of a credit card by a third person after we have been notified, by any means, of the loss, theft or fraudulent use of the card or of any other use of the card not authorized by you. Even if no notice was given, your liability for the unauthorized use of a credit card is limited to \$50. You are held liable for the losses incurred by us if we prove that you committed a gross fault as regards the protection of the related personal identification number.
- (5) Without delay at the end of each period, we must send you a statement of account. We are not required to send you a statement of account at the end of any period if there have been no advances or payments during the period and the outstanding balance at the end of the period is zero.
- (6) If you make a payment at least equal to the outstanding balance at the end of the preceding period within 21 days after the date of the end of the period, no credit charges may be required from you on that outstanding balance, except as regards money advances. In the case of a money advance, charges may accrue as of the date of the advance until the date of payment.
- (7) You may demand that we send, without charge, a copy of the vouchers for each of the transactions charged to the account during the period covered by the statement. We must send the copy of the vouchers requested within 60 days after the date you have sent your request.
- (8) Until you receive a statement of account at your address or at your technological address if you have expressly given your authorization, we must not claim credit charges on the unpaid balance, except as regards money advances.

It is in your interest to refer to sections 103.1, 122.1, 123, 123.1, 124, 126, 126.2, 126.3, 127 and 127.1 of the Consumer Protection Act (chapter P-40.1) and, if further information is necessary, to contact the Office de la protection du consommateur.

If you have a complaint about compliance with consumer protection laws, contact the Financial Consumer Agency of Canada (FCAC). For more information, please see the "Financial Consumer Agency of Canada" section of



this agreement.

Other authorized consumers are not solidarily liable for use of the account. For example, a supplementary cardmember is an authorized user on your account, however the supplementary cardmember is not liable to us for any charges to your account. Please see the “Supplementary Cardmembers” section of this agreement for additional details.

## Other Important Information

### **AMEX BANK OF CANADA - COMPLAINT HANDLING PROCEDURES**

At Amex Bank of Canada, we strive to provide the world’s best customer experience every day; our goal is to ensure that our products and services are relevant and meet the needs of our customers. If you have a complaint, contact us and we will address your complaint promptly, minimizing unnecessary delays to the best of our ability. We believe that complaints are best resolved when communication is clear, and we are committed to keeping you updated on our progress throughout this process.

We will make every effort to resolve your complaint at first point of contact; however, if we have not done so within 14 days, following the date on which we first received your complaint, we will automatically escalate it to our Complaint Resolution Team on your behalf. If your complaint requires more than 56 days to resolve or close, we will advise you of your right to escalate the complaint to our external complaints body, the Ombudsman for Banking Services and Investments, and how long the investigation may take, should you decide to leave your complaint with us. Our Complaint Handling Procedures are outlined in detail below.

#### **Begin by telling us about your complaint**

Our Customer Service Professionals are at your service; they will open a complaint case which will begin the work required to bring your complaint to closure. You will receive an acknowledgement notice including a copy of these complaint handling procedures for your reference. You can contact our Customer Service Professionals as follows:

#### **Amex Bank of Canada | Customer Service Professionals**

- Phone: Call the number on the back of your Card or refer to the telephone number shown at the end of this booklet.
- Online: Amex CA mobile app  
Visit [amex.ca/complaints](https://www.amex.ca/complaints) for availability
- Mail: Refer to the mailing address shown at the end of this booklet. Please make sure to address your letter to  
**Attn: Customer Service – Complaints.**

#### **Escalating your complaint to the Amex Bank of Canada Complaint Resolution Team (“CRT”)**

If your complaint is not closed or resolved within 14 days, following the date on which the complaint was first received, your complaint will automatically be escalated to our CRT. Alternatively, you may request that we escalate your complaint sooner (please use the contact options above, and if you’re mailing a letter to us, please address it to the attention of the Amex Bank of Canada Complaint Resolution Team). We will inform you of the escalation and a representative from the CRT will contact you. They may clarify details, request additional information, or ask you for support. They will keep you informed of progress and provide their findings in a written response

#### **Contact the Amex Bank of Canada Chief Complaints Office (“CCO”)**

If you are not satisfied with the response provided by the CRT, you can contact our CCO at the contact information below. The CCO will use the written response provided by the CRT and other details to determine if the bank followed its policies and procedures. The CCO will provide you with a written response detailing the outcome of the review and any recommendations.

The CCO does not provide legal advice and does not review complaints that are being pursued by other means including litigation and arbitration. By contacting the CCO, you agree not to ask the CCO to produce files and records, to testify, or give evidence. You can contact our CCO as follows:

### **Amex Bank of Canada | Chief Complaints Office**

Phone: 1-888-301-5312 (toll-free)  
1-866-529-1344 (TTY)  
1-855-683-3769 (fax)  
1-647-259-8770 (fax outside Canada/US)  
1-437-836-7400 (outside Canada/US, please call collect)

Mail: Amex Bank of Canada  
P.O. Box 3204, Station "F"  
Toronto, Ontario, M1W 3W7  
Attn: Chief Complaints Office

Notices and resolution timelines in these procedures do not apply if your complaint does not relate to (i) a product or service that is offered, sold, or provided by us, or (ii) the manner in which a product or service is offered, sold, or provided by us.

## **ELEVATING YOUR COMPLAINT OUTSIDE OF AMEX BANK OF CANADA**

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### **Ombudsman for Banking Services and Investments ("OBSI")**

If we have not resolved your complaint within 56 days, or you are not satisfied with the resolution offered by our CCO, you may escalate your complaint to our external complaints body, OBSI, for additional information and a further review of your complaint. You can contact the OBSI as follows:

### **Ombudsman for Banking Services and Investments**

Phone: 1-888-451-4519 (toll-free)  
1-416-287-2877 (local)  
1-844 358-3442 (TTY)  
1-888-422-2865 (fax)  
1-416-225-4722 (local fax)

Online: visit: [obsi.ca](http://obsi.ca)  
e-mail: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)

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

## **FINANCIAL CONSUMER AGENCY OF CANADA ("FCAC")**

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The FCAC supervises federally regulated financial institutions to ensure they comply with federal consumer protection laws. The FCAC also helps educate consumers and monitors industry codes of conduct and public commitments designed to protect the interests of consumers. Federal consumer protection laws affect you in a number of ways. For example, financial institutions must provide you with information about their fees, interest rates and complaint

handling procedures.

The FCAC will determine whether the financial institution is compliant. It will not, however, resolve individual consumer complaints. You can contact the FCAC as follows:

Phone: 1-866-461-3222 (English, toll-free)  
1-866-461-2232 (French, toll-free)  
1-613-941-1436 (fax)

Online: visit: [fcac-acfc.gc.ca](http://fcac-acfc.gc.ca)  
e-mail: [info@fcac-acfc.gc.ca](mailto:info@fcac-acfc.gc.ca)

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

For the most recent version of these Complaint Handling Procedures, please visit [amex.ca/complaints](http://amex.ca/complaints).

## **COMMITMENTS AND CODES OF CONDUCT**

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For a complete listing of the Commitments and Codes of Conduct to which Amex Bank of Canada subscribes, please visit our website at [amex.ca/codes](http://amex.ca/codes) or write to Amex Bank of Canada Attention: Commitments and Codes of Conduct, to request a copy.

When dealing with our customers or another person, we will not:

- take advantage of that person, or
- impose undue pressure on or coerce that person for any purpose, including to obtain a product or service from a particular provider or as a condition for obtaining another product or service from us.

These are requirements under the Canadian Bank Act.

## **SEPARATE MEMBERSHIP REWARDS® TERMS AND CONDITIONS**

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The Membership Rewards Program is subject to its own separate terms and conditions (Membership Rewards Program Terms and Conditions). The Membership Rewards Program Terms and Conditions are separate and distinct from and in addition to your Cardmember Agreement.

## **AMEX CANADA PRIVACY CODE**

American Express has long recognized and fully accepted our responsibility to safeguard the privacy, confidentiality and security of the personal information entrusted to us. This Privacy Code sets out the privacy policy of Amex Bank of Canada and Amex Canada Inc. (*Amex Canada*), and applies to their products, services and customers (including prospective customers) in Canada. The Code is consistent with the American Express Data Protection and Privacy Principles, which apply to all American Express operations worldwide.

This Code should be read in conjunction with our Online Privacy Statement which is part of the Code and addresses how Amex Canada collects, uses and safeguards the personal information you provide to us online. The Online Privacy Statement describes and provides illustrative descriptions and examples to help you understand how we collect, use, disclose and safeguard information online including through websites, mobile applications and other online communications and content.

This Code and our Online Privacy Statement are available on our website. We may update this Code and the Online Privacy Statement and the most recent version will be available at [www.americanexpress.ca/privacy](http://www.americanexpress.ca/privacy).

In this Code “personal information” means any information which relates to an individual and allows that individual to be identified (*Information*).

**1. We collect only customer Information that is needed and we tell customers how we use it.**

We limit the collection, use, retention, and disclosure of Information about individuals who are customers to what we need to know:

- to initiate and administer their accounts,
- to provide customer services,
- to offer new products and services,
- to understand the current and future needs of our customers and to otherwise analyze and manage our business,
- to assess and manage our credit risk,
- to detect and protect us against error, fraud and other criminal activity,
- to exchange Information with customers who are jointly liable to us,
- to share Information with third party suppliers who provide or participate in services or benefits provided in relation to our products and services,
- in the case of business accounts or business travel, to provide account reports or data about the business account or business travel to a customer’s employer or its related businesses or their agents or service providers,
- to comply with any legal and regulatory requirements,
- or for any other purpose for which a customer consents.

We tell our customers about the purposes for which we collect, disclose, use and process Information we collect. We also provide our customers with illustrative descriptions and examples to help them understand the nature of this Information and how it relates to the purposes. For example, the Online Privacy Statement describes and provides illustrative descriptions and examples to help you understand how we collect, use, disclose and safeguard information online including through websites, mobile applications and other online communications and content. If requested by the customer, we will provide further explanation.

***Nature of Information Collected***

The Information we collect will vary by product and can change over time. Here are some examples of the type of Information we collect and how they relate to certain purposes.

The Information we collect from time to time may include:

- Information to identify you such as name, date of birth, contact information, government issued documentation details (for example, a driver’s license), and your background (for example, occupation),
- Information about your financial circumstances and behaviour, such as your income, assets, payment history and credit worthiness,
- Information for the provision of products and services (for example, language, travel, lifestyle and other preferences, and information on a loyalty or reward program attached to your product),
- Information relating to transactions arising from your relationship with or through us (depending on the product or service, this may include purchase details, details about how you make payments to us or use our products to make payments to others), and
- Information about your browsing history and the device you use to browse our websites, mobile applications or other online communications and content and your IP address.

We collect Information from various sources including from you directly through applications, correspondence or other communications, through the products and services you use online and offline, from others with your consent such as credit reporting agencies and other lenders, third party databases (including registries, licensing authorities, identification services, telecom providers), references provided by you or other permitted sources.

- **Health Information** In certain appropriate circumstances, we or others providing services through us may ask for health information for specific services (such as insurance) or requests. This type of Information will not be used for any purpose other than to address the specific service or request. We will not request or use health information to assess a credit application.
- **Social Insurance Number** Disclosure of Social Insurance Numbers (SIN) to match credit bureau information is optional for credit/charge or other loan products. However for deposit and income-earning products, SIN is required for income reporting purposes of Canada Revenue Agency (CRA). If you provide your SIN for a credit product, we will use it to match credit bureau/reporting agency information. This allows us to distinguish you from other individuals, particularly those with similar names, and helps ensure the accuracy of the Information collected and reported.
- **Date of Birth** Date of birth is required in certain circumstances to comply with “know your customer” standards, or for security reasons. It also allows us to determine your eligibility for certain products or services.
- **E-mail, Text Message and Other Electronic Communications** We may send customer service and marketing communications to you electronically. Examples of customer service include electronic statement, collection and other notices. We may also provide payment due, account balance, approaching credit limit, payment received and other account alerts.
- **Online Information** We may use online information available through the websites, mobile applications and other online communications and content that you use on its own or combined with other Information we have about you to deliver products and services, prevent fraud, update you about new features and benefits and conduct research and analysis.
- **Travel and Lifestyle Preferences** If you hold a product in which we provide concierge services and travel services offered by Amex Canada Inc., your travel and lifestyle preferences like the individual authorized to make bookings on your behalf, your preferred retailers, restaurants and leisure activities could be used by us to customize, personalize and coordinate concierge and travel recommendations and bookings.

We will review and analyze Information in various ways. For example, we monitor transactions using proprietary techniques to help identify transactions that may be of risk from a credit, fraud or money laundering and terrorist financing perspective.

This involves our understanding you and your ordinary use of our products and services in order to identify unusual activity. It also includes assessing Information in relation to information from other sources including our own records to detect suspicious patterns or connections.

We are required by law to determine whether we have customers who are politically exposed persons and comply with certain legal requirements. We use Information, publicly available information and commercial databases

to determine whether a customer is politically exposed. More information is available at the website [fintrac.gc.ca](http://fintrac.gc.ca).

When, with your consent, we promote and market to you products and services offered by us or from other well-established companies (*promotions*), each promotion is carefully developed to ensure that it meets our standards. We try to make sure these promotions reach only those customers most likely to take advantage of them. To do this, we develop lists for use by us based on Information you have provided us on your applications, in surveys and other communications, Information derived from how you use our products that may indicate purchasing preferences and lifestyle, as well as Information available from external sources including consumer reports. We may also use that Information, along with non-credit information from external sources, to develop lists that are used by us. The lists used to send you promotions are developed under strict conditions designed to safeguard the privacy of customer Information.

## ***2. We give customers choices about how their Information will be used.***

We give customers the choice of not receiving promotions and marketing offers. These include product and service offers from American Express businesses and those made by other well established companies. This will not limit information we may provide you when you contact us. In addition, we will continue to provide information to our customers in keeping with the nature of their relationship with us.

If you do not wish to receive promotions and marketing offers, please call us at 1-800-869-3016 or you can manage your marketing preferences through Online Services (if enrolled) at [www.americanexpress.com/canada/prefEN](http://www.americanexpress.com/canada/prefEN). You can choose to be excluded from all promotions or from certain promotions based on the partial exclusions that we may make available. Your request will be processed promptly but may not be captured for promotions already in progress.

Subject to legal and contractual restrictions, you can withdraw your consent to our use of your Information at any time with reasonable notice. For example, as described above you may choose not to receive marketing offers or other promotional materials. If you refuse or withdraw your consent for any purpose that is required by us to fulfill our product or service contract with you, we will not be able to provide you, or continue to provide you, with the product or service. In some cases, certain consents are mandatory and cannot be withdrawn. For example, once you have a card or other credit product from us, you may not withdraw your consent relating to ongoing collection and disclosure of credit information. This is necessary to support and maintain the integrity of the credit granting process. Similarly, you cannot withdraw your consent on matters that are essential to the management of our businesses, including the disclosure of Information when we assign our rights to others such as for the sale or collection of debts.

## ***3. We ensure Information quality.***

We use advanced technology, documented procedures, and internal monitoring practices to help ensure that customer Information is processed promptly, accurately and completely. In addition, we prescribe standards of quality from the consumer reporting agencies and others who provide us with Information about prospective customers.

## ***4. We give customers rights to access and correct their Information.***

Customers have access to Information that is reasonably available and retrievable in the ordinary course of business. Upon written specific request, we will disclose to customers Information about them that is entered in our

records, and customers may correct any of such Information that is inaccurate or incomplete. We will respond to a customer's request, and advise the customer in advance of any charges for copies of his/her file. Some information may not be accessed if it refers to others, is subject to legal privilege, contains confidential information, cannot be retrieved using a customer's name or account number, cannot be disclosed for legal reasons, or as otherwise permitted by law.

It should be noted that we do not record in customers' individual files when Information was disclosed to third parties for routine purposes such as cheque printing, data processing, storage and regular updating of credit information to credit bureaus.

If we are informed and it is determined that a customer's Information in our files is inaccurate, we will correct it.

Customers may access their Information by writing to us at the address shown at the end of this booklet. Please make sure to address your letter to the attention of the **Compliance Department, Protection of Personal Information**. We will respond to a written request from you within 30 days of its receipt. If for any reason we do not grant you access, we will provide you with written reasons.

#### • *Credit Reports*

With your consent, in dealing with you we may obtain and consult credit reports on you prepared by credit reporting agencies. You have rights of access and correction in relation to the files held on you by these agencies by contacting them.

Please write to us at the address shown at the end of this booklet to the attention of the **Compliance Department, Protection of Personal Information** if you wish to obtain the name and address of the agency or agencies from whom we have obtained a credit report about you.

#### **5. *We use prudent Information security safeguards.***

We limit access to customer Information to those who need the Information to conduct their business responsibilities, to meet our customer servicing commitments, for the purposes set out in this Code or as otherwise disclosed to customers. We employ safeguards designed to protect the confidentiality and security of our customer Information.

#### **6. *We limit the disclosure of customer Information.***

We will not disclose customer Information to entities other than the Amex Canada entity that collected the Information and its affiliates, and their agents and service providers, unless we have previously informed the customer, have been authorized by the customer, or are permitted or required to do so by law or other regulatory authority.

We are part of a global payment and travel network with affiliates, service providers and agents located both within and outside of Canada. As a result, customer Information may be processed and stored in other countries including the United States. While we use contractual and other measures to ensure protection of customer Information, governments, courts, law enforcement or regulatory agencies in these other countries may be able to obtain disclosure of customer Information through the laws of these countries.

We may disclose customer Information in order to manage our businesses including when we assign our rights to others. This encompasses disclosing on a confidential basis customer Information to parties that may be participating in a proposed or an actual business transaction with us including financings, securitizations, insurance, or the assignment of our rights such as for the sale or collection of debts.

## ***7. We are responsive to customers' requests for explanations.***

If we deny an application for our services or end a customer's relationship with us, if requested and to the extent permitted by applicable laws, we provide an explanation. We state the reasons for the action taken and the Information upon which the decision was based, unless the issue involves potential criminal activity.

## ***8. We hold ourselves responsible for our Privacy Code.***

Each Amex Canada employee is personally responsible for maintaining customer confidence in the company. We provide training and communications programs designed to educate employees about the meaning and requirements of this Code.

We conduct a combination of compliance self-assessments, internal audits, and may commission outside-expert reviews of our compliance with the Code and the specific policies and practices that support the Code.

Employees who violate the Code or other company policies and practices are subject to disciplinary action, up to and including dismissal. Employees are expected to report violations – and may do so confidentially – to their managers, to their business unit's compliance officer, or by contacting the reporting hotline.

## ***9. We extend the protection under this Privacy Code to our business relationships.***

We require companies we select as our business partners to agree to keep our customer Information confidential and secure, to protect the Information against unauthorized access, use, or disclosure by the recipient company, and limit its use to the purposes for which it was disclosed. We also encourage our business partners to respect their customers' Information by adopting strong and effective privacy policies and practices.

In addition, we participate actively in industry associations to advocate development of comprehensive privacy policies and implementation strategies.

## ***10. Our customers' privacy concerns are important to us.***

Our Chief Privacy Officer is responsible for ensuring that our day-to-day procedures comply with our Privacy Code.

### ***Questions and Concerns:***

If a customer has any questions or concerns, the customer can take the following actions:

- Begin by talking to a customer service representative at Amex Canada.
- If the issue remains unresolved, write to us at the address shown at the end of this booklet. Please make sure to address your letter to the attention of the **Chief Privacy Officer**.

### ***About American Express in Canada***

American Express in Canada operates as Amex Bank of Canada and Amex Canada Inc. Both companies are wholly owned subsidiaries of the New-York based American Express Travel Related Services Company, Inc., the largest operating unit of American Express Company.

Amex Bank of Canada issues American Express Cards in Canada, provides American Express merchant services in Canada and provides other financial services.

Amex Canada Inc. is a provider of travel related services in Canada.

Our address is 2225 Sheppard Avenue East, Suite 100, Toronto, ON M2J 5C2. However, you can contact us at the address and phone number shown at the end of this booklet.









# American Express® Cardmember Service

*For card account inquiries, lost or stolen cards or general information,  
call 24 hours a day:*

## Telephone Numbers

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From anywhere in Canada/U.S.

1-888-721-1046

1-866-549-6426 (TTY/TDD)

From outside of Canada/U.S. (please call collect)

(905) 474-1271

## Address

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AMEX BANK OF CANADA

P.O. BOX 3204, STN F

TORONTO, ON M1W 3W7

Visit our website at [www.americanexpress.ca](http://www.americanexpress.ca)  
for more information.



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