

# LAURENTIAN BANK VISA INFINITE\* CARD - PROGRAM TERMS & CONDITIONS

## RULES GOVERNING THE REWARDS PROGRAM

The merchandise and trips (depending on the program) available for order are described in the user guide or in other valid documents designated from time to time by Laurentian Bank of Canada (the "Bank") as being in effect. On occasion, points can also apply to special offers. These offers are subject to specific rules, if applicable. You will be informed of these opportunities and how you can benefit from them.

## REWARDS PROGRAM ELIGIBILITY

1. All Laurentian Bank Visa Infinite cardholders whose accounts are in good standing and who have paid the card's annual fee (if any) are eligible for the Visa Infinite Laurentian Bank Rewards Program. No registration or membership application is required. Participation in the Rewards Program is in addition to other privileges reserved for Laurentian Bank Visa Infinite cardholders.

## EARNING POINTS<sup>†</sup>

2. (a) The program is based on a points accumulation system tied to the amount of goods and services charged to your Laurentian Bank Visa Infinite account.

Points are awarded as follows:

(i) Three points for every dollar in net purchases charged as pre-authorized debit (PAD) payments to your Laurentian Bank Visa Infinite account by certain merchants for services such as the following:

- Telephone
- Auto and home insurance
- Utilities
- Cable TV
- Magazine and newspaper subscriptions

A PAD is an operation whereby a merchant registers automatic and recurring payments under a specific category code charged to your Laurentian Bank Visa Infinite account; this operation is identified as a PAD.

You may register for recurring payments by contacting your service providers or by checking the list of providers at <http://www.visa.ca/en/personal/bill-pay/index.jsp>. You can modify your registered recurring payments at any time. Not all merchants offer recurring payments. Please contact your service provider to set up a PAD.

The Bank does not charge fees for this service. Additionally, the Bank is not responsible for assigning a merchant category code with regard to this type of recurring payment.

(ii) Two points are awarded for every dollar in purchases from merchants registered with Visa Inc. (Visa) under the Transportation, Travel, Grocery Stores, Supermarkets, Service Stations (With or Without Ancillary Services) or Automated Fuel Dispenser categories and on foreign currency purchases.

A merchant's category code will serve to identify the category for the awarding of the two points. In addition, although certain popular stores, large chains and convenience stores also sell fuel or grocery items, purchases made at those businesses may not entitle cardholders to two points.

In addition, some merchants may sell these goods and services or are separate merchants who are located on the premises of these merchants, but are coded in another manner, in which case this advantage would not apply.

A merchant's category code is subject to modification without notice. The Bank cannot guarantee a merchant's category code, and in no event will the Bank be liable or responsible for any claims with respect to the purchase of goods and services from a merchant assigned to a different category.

The Bank does not endorse any of the merchants listed or their goods/services, and the merchants listed do not endorse the Bank or its goods/services.

The Travel category includes most merchants operating as:

<ul style="list-style-type: none"> <li>Airlines (codes 3000–3299)</li> </ul>	<ul style="list-style-type: none"> <li>Travel Agencies (codes 4722 and 4723)</li> </ul>
<ul style="list-style-type: none"> <li>Hotels/Motels/Inns/Resorts, and Campgrounds (codes 3501–3833, 7011,7012, 7032 and 7033)</li> </ul>	<ul style="list-style-type: none"> <li>Mobile Home Dealers (code 5271)</li> </ul>
<ul style="list-style-type: none"> <li>Duty Free Stores (5309)</li> </ul>	<ul style="list-style-type: none"> <li>Travel Related Arrangement Services (code 5962)</li> </ul>

The Transportation category includes most merchants operating as:

<ul style="list-style-type: none"> <li>Railroads, Passenger Railways (codes 4011 and 4112)</li> </ul>	<ul style="list-style-type: none"> <li>Bus Lines (code 4131)</li> </ul>
<ul style="list-style-type: none"> <li>Commuter Transportation, Ferries (code 4111)</li> </ul>	<ul style="list-style-type: none"> <li>Boat Leases and Boat Rentals (4457)</li> </ul>
<ul style="list-style-type: none"> <li>Moving and Storage Companies (code 4214)</li> </ul>	<ul style="list-style-type: none"> <li>Airlines, Airports (codes 4511 and 4582)</li> </ul>
<ul style="list-style-type: none"> <li>Taxicabs and Limousines (code 4121)</li> </ul>	<ul style="list-style-type: none"> <li>Cruise Lines (code 4411)</li> </ul>
<ul style="list-style-type: none"> <li>Car Rental (codes 3351–3442, 7512 and 7513)</li> </ul>	<ul style="list-style-type: none"> <li>Transportation Services (code 4789)</li> </ul>

The Grocery Stores and Supermarkets category includes most merchants operating as:

<ul style="list-style-type: none"> <li>Grocery Stores, Supermarkets (code 5411)</li> </ul>	<ul style="list-style-type: none"> <li>Dairy Products Stores (codes 5451)</li> </ul>
<ul style="list-style-type: none"> <li>Freezer and Locker Meat Provisioners (code 5422)</li> </ul>	<ul style="list-style-type: none"> <li>Bakeries (code 5462)</li> </ul>
<ul style="list-style-type: none"> <li>Candy Stores (code 5441)</li> </ul>	<ul style="list-style-type: none"> <li>Package Stores (code 5921)</li> </ul>
<ul style="list-style-type: none"> <li>Miscellaneous Food Stores (code 5499)</li> </ul>	

The Service Stations category includes most merchants operating as:

<ul style="list-style-type: none"> <li>Service Stations (code 5541)</li> </ul>	<ul style="list-style-type: none"> <li>Automated Fuel Dispenser (code 5542)</li> </ul>
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(iii) One point is awarded for every dollar on all other qualifying net purchases charged to your Laurentian Bank Visa Infinite account.

The points corresponding to some purchases or transactions processed near the end of a billing cycle may not be posted to your statement of account and may be delayed to the next statement of account.

**† Effective as of July 2021 statements (including transactions made after June 2021 billing cycles), sections 2. (a) (i), (ii) and (iii) of the rules will read as follows:**

(i) **Two points** for every dollar in net purchases charged as pre-authorized debit (PAD) payments to your Laurentian Bank Visa Infinite account by certain merchants for services such as the following:

- Telephone
- Cable TV
- Auto and home insurance
- Magazine and newspaper subscriptions
- Utilities

A PAD is an operation whereby a merchant registers automatic and recurring payments under a specific category code charged to your Laurentian Bank Visa Infinite account; this operation is identified as a PAD. [...]

(ii) **Two points** are awarded for every dollar in purchases from merchants registered with Visa Inc. (Visa) under the Transportation, Travel, Grocery Stores, Supermarkets, Service Stations (With or Without Ancillary Services) or Automated Fuel Dispenser categories.

A merchant's category code will serve to identify the category for the awarding of the two points. [...]

(iii) **One point** is awarded for every dollar on all other qualifying net purchases charged to your Visa account. [...]

(b) "Net Purchase" means that the points earned are calculated based on purchases charged to the account, minus returns; interest, fees and adjustments are also excluded.

(c) Points earned as part of the program have no market value (until such time as the points are redeemed for articles, travel credit or cashback) and, as such, cannot be exchanged for cash. The cashback credits are not your property and do not bear interest.

3. Your Laurentian Bank Visa Infinite account statement will indicate the points balance carried over from the previous statement, and the number of points earned, exchanged and rectified during the period covered by the statement, as well as your new points balance. You can also obtain this information by calling Customer Service for the Laurentian Bank Reward Zone at 1-888-642-8171, toll-free, between 8 a.m. and 9 p.m. (Eastern Time) Monday to Friday, and Saturdays between 8 a.m. and 5 p.m. You can also visit the program website at [www.laurentianbank.ca/rewardzone](http://www.laurentianbank.ca/rewardzone) at any time.

4. You are responsible for checking your statements for the number of points awarded and the total number of points earned. Any errors, omissions or claims regarding a statement must be communicated in writing to the Bank within 30 days of the statement date; otherwise the Bank will deem the statement accurate and will be released from any claims pertaining to this statement. In addition, the Bank may use, as evidence of said statement, a copy on a media support or other electronic copy of your statement or any other relevant document.

5. The Bank cannot be held responsible for mail that is lost or delivered late, or for any inconvenience arising from these circumstances. You must inform the Bank of any change of address.

6. If your Laurentian Bank Visa account is credited after you return merchandise, obtain a travel credit or recover an amount related to a previously billed charge, the number of points awarded for this purchase will be deducted from or adjusted in your points balance.

7. If purchases are made using an additional card, the corresponding points will be credited to the account. Points cannot be transferred from one Laurentian Bank Visa account to another cardholder's account. A cardholder who has more than one account eligible for the program cannot combine points

earned in these different accounts.

8. Points cannot be exchanged for cash or used as partial or total payment of your account, unless otherwise indicated by the Bank.

9. Points are not awarded for annual fees, interest charges, administrative fees, cash advances, Visa cheques, balance transfers or payments, unless otherwise indicated by the Bank.

## REDEMPTION SCHEDULE

Redemption program	Number of points needed	Rebate/Amount
Travel credit	10,000 points earned	\$100 travel rebate when paid with your Laurentian Bank Visa Infinite card
Travel rebate with our program's agency VISION 2000	10,000 points earned	\$100 travel rebate when paid with your Laurentian Bank Visa Infinite card and receive 25% more points
LBC investment gift certificate	10,000 points earned	\$100 LBC investment (minimum investment of \$500)
Cashback	10,000 points earned	\$100 cashback on your Laurentian Bank Visa Infinite account
Articles / Gift cards	According to the number of points required for the item	According to the number of points required for the item

## ORDERING MERCHANDISE

10. (a) You can acquire an item available through this program by using points or a combination of points and dollars charged to your Laurentian Bank Visa Infinitecard. For gift cards and certain merchandise, payment is accepted in points only.

(b) You can acquire a Laurentian Bank investment gift certificate—value of \$100 for every 10,000 points earned. A minimum investment of \$500 is required.

(c) You can get cashback credited to your account—value of \$100 for 10,000 points earned.

(d) You can get a travel rebate credited to your Laurentian Bank Visa Infinite account—value of \$100 for 10,000 points earned.

11. All applicable taxes and shipping charges are included in the number of points required to order an item.

12. You can order merchandise online at [www.laurentianbank.ca/rewardzone](http://www.laurentianbank.ca/rewardzone) (available 24/7); by contacting Customer Service for the Laurentian Bank Reward Zone by phone at 1-888-642-8171 (toll-free), Monday to Friday between 8 a.m. and 9 p.m. (Eastern Time) and Saturdays between 8 a.m. and 5 p.m.; through our Interactive Voice Response (IVR) system (24/7); or by email at [ContactUs@zonerecompenses.ca](mailto:ContactUs@zonerecompenses.ca).

## MERCHANDISE AVAILABILITY

13. All items appearing in this program are subject to availability. If the item ordered is no longer available, a similar item of equal value will be shipped to you. If a replacement is not possible, we will suggest that you order another item or cancel your order. If the order is cancelled, the number of points used will be credited to you. If the item is temporarily unavailable, we will inform you as to the anticipated delivery date. Manufacturers may change item models and their prices at any time without prior notice.

## **MERCHANDISE DELIVERY**

14. The merchandise ordered will be shipped via prepaid delivery to the address indicated on your order. Allow up to 4 to 6 weeks after the date your order is received for delivery of merchandise, and 5 to 10 business days for gift cards.

The Bank cannot be held responsible for delays caused by situations beyond its control. Items cannot be delivered outside Canada or be addressed to a post office box.

## **MERCHANDISE RETURNS AND CANCELLATIONS**

15. If you are not completely satisfied with the item you ordered, you can return it at no charge within 30 days of receipt<sup>†</sup>. You must contact Customer Service for the Laurentian Bank Reward Zone for instructions on returning the item. All merchandise must be in resalable condition (unused and returned in its original packaging). If you do not wish to replace the item, the number of points used will be credited to you. When returning an item ordered using a combination of points and dollars or dollars only, the credit will be issued exclusively as points. In such case, you are required to settle the amount charged to the account.

<sup>†</sup>Items indicated as exceptions in the rewards catalog are excluded.

16. In the event the item arrives damaged or with parts missing, you must contact Customer Service for the Laurentian Bank Reward Zone, in the hours after receiving the item, for replacement without additional charge.

17. Items acquired through this program are covered by purchase insurance and extended warranty. This coverage is provided at no charge to Laurentian Bank Visa cardholders participating in the rewards program. For further details, please refer to your insurance certificate.

## **BOOKING TRIPS WITH VISION 2000**

18. The travel agency for the program is VISION 2000. This renowned agency provides a full range of travel services including airline tickets, all-inclusive packages, car rentals, hotel bookings, cruises, etc.

19. You can pay for a trip booked through VISION 2000 in the following ways: **i)** points only, **ii)** a combination of points and a dollar amount charged to your Laurentian Bank Visa Infinite account (minimum of 10,000 points required), or **iii)** by charging the full amount to your Laurentian Bank Visa Infinite account. Every 100 points reduces the price of the trip by \$1.

20. Bookings must be made through Customer Service for the Laurentian Bank Reward Zone. No other booking is accepted for this program, and the Bank assumes no responsibility for such arrangements.

21. To book a trip, you must call Customer Service for the Laurentian Bank Reward Zone, toll-free at 1-888-642-8171, Monday to Friday between 8 a.m. and 9 p.m. (Eastern Time) and Saturdays between 8 a.m. and 5 p.m.

22. In the event of any change made to travel bookings once reservations are confirmed and tickets are issued, charges may be billed to the cardholder by the airline or travel services provider.

23. All travel rewards described in this program are subject to availability by the travel suppliers.

24. Your tickets and related travel documents will be sent to you by mail or email to the address you indicated. Delivery charges may apply.

25. Tickets cannot be delivered outside Canada.

26. Travel bookings are subject to the cancellation terms and conditions of the suppliers. Cancellation of a reservation may result in non-refundable fees, which will be charged to your Laurentian Bank Visa Infinite account. Subject to change without notice.

27. All trips reserved through the Laurentian Bank Visa Infinite card program are covered, the moment you leave the province, by a travel insurance, which includes hospital, medical and paramedical insurance,

public transport vehicle accident insurance, trip cancellation/interruption insurance, delayed luggage insurance and collision and damages to a rental vehicle insurance. This coverage is provided at no extra charge to Laurentian Bank Visa Infinite cardholders who meet the eligibility criteria. For further details, please refer to your insurance certificate.

### **TRAVEL REBATES WITH AN AGENCY OF YOUR CHOICE**

28. Your points can be exchanged for a travel credit when booking with an agency of your choice. Bookings must be made through an agency that holds a valid licence in Canada, an online agency, an airline or a hotel.

29. To be eligible for a travel rebate, you must have booked your trip and paid the bill with your Laurentian Bank Visa Infinite card.

30. To receive your travel rebate, you must call 1-888-642-8171 within 60 days of receiving your account statement, and your account will be credited within 72 business hours. You are therefore responsible for paying off the balance of your account.

31. A minimum of 10,000 points equivalent to a \$100 rebate is required to obtain a travel credit.

### **OTHER INFORMATION**

32. Only the primary cardholder can redeem points while the Laurentian Bank program is in effect, provided that the Laurentian Bank Visa account is in good standing. Points earned by the co-holder or authorized user are credited to the primary cardholder's account and remain the property of the primary cardholder, even in the case of divorce, separation, or any other dispute arising between the primary cardholder and the co-holder or authorized user.

33. The Bank reserves the right to terminate or suspend programs at any time upon providing notice between the 90th and the 60th day before the coming-into-force date of the change.

34. If the program ends or if you close your Laurentian Bank Visa account, you can redeem your points for merchandise or trips offered through the program within a period of 90 days following the program termination date or the account closing date, as the case may be, provided that your account is in good standing. Points that remain unused after this period will be automatically cancelled. In the case of death, the date of death is deemed to be considered the account closing date. Your points will be automatically cancelled and cannot be claimed by legal heirs as part of your estate.

35. If your Laurentian Bank Visa account is closed at the request of the Bank, or if you declare bankruptcy, points earned will be automatically cancelled.

36. No points will be awarded after the closing date of your Laurentian Bank Visa account or the program termination date.

37. In the case of loss or theft of your Laurentian Bank Visa card, points earned will be automatically transferred to your new account.

38. All cardholders are responsible for declaring the total value of merchandise or trips received through this program to the relevant tax authorities. Any federal or provincial income tax payable is the sole responsibility of the cardholder. The Bank does not issue tax receipts and is released from all liabilities in this regard.

39. Points earned are not transferable.

40. Points earned through Laurentian Bank Visa programs cannot be transferred to another Laurentian Bank rewards program, except in the case of closure of the Laurentian Bank Visa Infinite account.

41. Any case of fraud, abuse or violation of rules in the context of the program may result in the closing of your Laurentian Bank Visa account and the cancellation of points earned.

42. The Bank cannot be held responsible for losses, damages, illnesses, injuries, accidents, delays or other inconveniences suffered by a cardholder in connection with trips or merchandise obtained through

the program. Furthermore, the Bank makes no warranties or representations with respect to the nature or quality of any merchandise or trip obtained through the program.

43. The Bank cannot guarantee that merchandise or trips obtained through the program are not sold at a lower price elsewhere.

44. Every reasonable and required effort has been made to ensure that the information contained in this document is accurate. The Bank declines all responsibility for any errors or omissions.

45. All suppliers are chosen based on their good reputation and willingness to provide quality service. However, the Bank assumes no responsibility in the event a supplier fails to fulfil the commitments stated herein. All efforts will be made to replace the item ordered with another of equivalent value, or to credit the number of points used and the amount charged to your Laurentian Bank Visa account, if applicable. The Bank declines any responsibility regarding charges you might incur in connection with a reward.

46. No delay or omission by the Bank in exercising a right or recourse stipulated herein will constitute a waiver of this right or recourse, and it must not be interpreted as such. The Bank can, at its discretion, deviate from the strict observance of the conditions stipulated herein, or extend a delay or other term agreed to, explicitly or implicitly. Such deviations or delays are valid only in circumstances determined by the Bank, cannot be put forward in order to obtain any benefit or additional delay, and in no way constitute a waiver of the Bank's rights and recourses in the event of a breach of the terms stipulated herein.

47. All dollar amounts stated herein are expressed and credited in Canadian dollars.

48. The Bank reserves the right to change program terms and conditions upon providing notice between the 90th and the 60th day before the coming-into-force date of the change. The Bank will not change to your detriment the number of points you have received and accumulated in the program, nor the conversion factor identified in the program that applies to the points awarded. The Bank will not increase the points required to obtain goods or services in a manner that is disproportionate with the increase of the retail value of the goods or services. All other program terms and conditions may be changed upon prior notice, as herein provided.

49. To ensure you receive all communications regarding the program, you must immediately notify the Bank of any changes to your mailing address and other contact information provided to the Bank in connection with the account. The Bank shall bear no liability for any misdirected, lost or delayed mail resulting from your failure to provide the Bank with such notice. The Bank may also communicate with you electronically, and any notice or electronic statement of account provided to you, or agreement made available electronically, will be considered to be "in writing", signed and delivered for all purposes.

50. All questions or disputes regarding the program and the interpretation of the terms and conditions herein will be resolved by the Bank at its sole discretion. Sections and headings herein are provided for the purpose of simplifying the presentation of the terms and conditions. Actual terms and conditions are in the sentences that follow the heading and not in the headings as such.

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## **CONTACTS**

Feel free to share your comments or complaints with us anytime. As needed, start by contacting your branch by dialling 514-252-1846 or 1-800-252-1846, or contact our headquarters:

LAURENTIAN BANK OF CANADA INQUIRIES DEPARTMENT  
1360 René-Lévesque Boulevard West, Suite 600, Montréal, Quebec H3G 0E5  
Telephone: 514-284-3987 • 1-877-803-3731 (toll-free)  
Fax: 514-284-3988  
Email: [customer\\_inquiries@laurentianbank.ca](mailto:customer_inquiries@laurentianbank.ca)

Still not satisfied with how things turned out? Contact our Ombudsman, preferably in writing:

LAURENTIAN BANK OF CANADA'S OMBUDSMAN  
1360 René-Lévesque Boulevard West, Suite 600. Montréal, Quebec H3G 0E5  
Telephone: 514-284-7192 • 1-800-479-1244 (toll-free)  
Fax: 514-284-7194 • 1-800-473-4790 (toll-free)  
Email: [ombudsman@laurentianbank.ca](mailto:ombudsman@laurentianbank.ca)

Still not satisfied? You can get in touch with the Ombudsman for Banking Services and Investments using the following contact information:

OMBUDSMAN FOR BANKING SERVICES AND INVESTMENTS (OBSI)  
20 Queen Street West, Suite 2400, P.O. Box 8, Toronto, Ontario M5H 3R3  
Telephone: toll-free 1-888-451-4519, ext. 2259  
Fax: 416-225-4722 • or toll-free 1-888-422-2865  
Email: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)

You can also get in touch with the Financial Consumer Agency of Canada (FCAC) using the following contact information:

FINANCIAL CONSUMER AGENCY OF CANADA  
427 Laurier Avenue West, 6th floor, Ottawa, Ontario K1R 1B9  
Telephone: 613-996-5454 • 1-866-461-2232 (toll-free)  
Fax: 613-941-1436 • 1-866-814-2224 (toll-free)  
Website: [www.fcac-acfc.gc.ca](http://www.fcac-acfc.gc.ca)

#### **OTHER RECOURSES**

To file a complaint regarding the protection of your personal information, you can contact the Office of the Privacy Commissioner of Canada at:

30 Victoria Street, Gatineau, Quebec K1A 1H3  
Phone: 819-994-5444 or toll-free 1-800-282-1376  
Phone (TTY): 819-994-6591  
Fax: 819-994-5424