

ADDENDUM to Credit Card Agreement

The enclosed Credit Card Agreement has been amended as follows:

Definitions

The current term **Agreement** in the Definitions section has been replaced with the following:

"AGREEMENT" refers to the Summary, Section I - Cost of Borrowing Disclosure Statement and Section II - Other Terms and Conditions, as may be updated, modified, enhanced or replaced from time to time.

The following terms have been added to the Definitions section:

"ALERT" refers to an automated alert message that may be sent by email or text message to inform you that the amount of credit available in your Account has fallen below a predefined limit.

"SUMMARY" means the Information Box that appears at the beginning of this Agreement.

Section I – Cost of Borrowing Disclosure Statement

Section 7 **Optional Services** has been amended to clarify that the fee for optional creditor insurance is a fee based on the credit card balance as it appears on your monthly statement, which fee will be then added to the credit card balance (additions underlined):

OPTIONAL SERVICES. To be eligible for *Assur-payment*TM protection, you must be 18 to 64 years of age when you apply. A fee of \$0.97 per \$100 of the Card balance, as it appears on your monthly statement is applicable. This fee or premium will be added to your Card balance.

Section 9 **Your Liability** has been amended to add that your maximum liability for the unauthorized use of your credit card, account information and PIN is \$50 and that you will not be liable if you report any unauthorized use, as follows (additions underlined):

YOUR LIABILITY. Visa's Zero Liability policy protects you if you are the victim of fraud due to the unauthorized use of your card, Visa cheques or account number, provided that you take reasonable steps to protect your card and Visa cheques from loss or theft, which includes protecting your PIN and other security codes as outlined in this agreement or in accordance with the safety instructions the Bank issues from time to time. Consequently, if you do not take these reasonable measures or fail to notify the Bank of the loss or theft of your card or Visa cheques, you will be fully responsible for all incurred costs. Your maximum liability for the unauthorized use of the Card, the Account information or the PIN is \$50, unless you have demonstrated gross negligence or, in Quebec, gross fault, in safeguarding the Card, the Account information or the PIN.

You will not be liable for any unauthorized use of your Card, the Account information or the PIN, if you report to the Bank that your Card, the Account information or the PIN has been lost or stolen or is otherwise at risk of being used in an unauthorized manner. You are not

responsible for losses due to technical defects, Bank errors or system operation problems. You agree to cooperate with the Bank in any investigation at all times.

You will be protected by the Bank under the same terms and conditions when you use the card at an automated banking machine.

The following Section 12.1 **Alerts** has been added to your credit card agreement. (Alerts apply only to personal accounts) :

12.1 ALERTS

- a) The Bank will send an Alert if the amount of credit available in your Account falls below a limit that you communicated to the Bank or, if no limit was communicated, \$100. Alerts may be sent by text message or email, depending on your preferences, and the contact information you provided, and subject to the technological capacity of the Bank to send the Alert in either channel. While the Bank does not charge any fee for the delivery of the Alerts, you understand standard messaging fees, wireless carrier fees and data rates may be imposed by your carrier.
- b) You understand that you will not receive any Alerts if you have opted out or you do not provide the contact information required to receive Alerts.
- c) You understand that if you do not wish to receive any Alerts, you can opt out at any time in writing by notifying the Bank. To opt out of these Alerts, choose “unsubscribe” in any Alert you have obtained from the Bank.
- d) You undertake to inform the Bank of any changes made to your contact information. You understand that you can update your preferences at any time, including updating your contact information, amending the limit or opting in to receive Alerts after having opted out, by notifying the Bank.
- e) **For a jointly held Account,**
 - Each Cardholder may set its own limit for the Account at any time.
 - Each Cardholder will receive an Alert if the amount of credit available in the Account falls below the limit communicated to the Bank or if no limit was communicated, \$100.
 - Each Cardholder may opt out at any time if they do not wish to receive any Alerts. To opt out of these Alerts, choose “unsubscribe” in any Alert you have obtained from the Bank.
 - Each Cardholder may update their preferences at any time, including updating their contact information, amending the limit or opting in to receive the Alerts, after having opted out.
- f) The Bank may include your specific confidential personal information in the Alerts such as your name, account balance or available credit. You expressly consent to such use of your confidential personal information by the Bank.
- g) You acknowledge that Alerts may be delayed, misdirected, not delivered or be inaccurate due to a variety of factors, including system failures and technical problems, and except as provided in this Agreement or as required by applicable law, the Bank will not be liable for any losses arising out of your reliance upon Alerts, or for the accuracy or inaccuracy of any Alerts, regardless of the cause of action, including but not limited to negligence, even if the Bank is advised of the possibility of such damages. You also acknowledge that the Bank will not be liable for any delays, failure to deliver or misdirected delivery of an Alert, for any errors in the content of an Alert or for any actions taken or not taken by you or a third party in reliance on an Alert.

Complaints

We have updated our complaints handling process to improve how we address product or service complaints. The process is available in our updated Complaint Resolution Brochure which may be found at https://www.laurentianbank.ca/en/pdf/satisfaction_blc.pdf