TERMS AND CONDITIONS

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You, as the basic applicant, request Amex Bank of Canada (we, our, us) to issue a Card or Cards (Cards) in your name by mail (or by courier) to the address you provided us or we will notify you of a location.

We will provide you with a Cardmember Agreement (agreement) electronically during the application process. If you use or accept the Card, it means you accept the agreement. If you do not want to accept the agreement, you must return the Card. The place your agreement will be formed is the primary address in our records that you provided. The date of your agreement is the date you activate the Card or use the account. This application incorporates all contact information relating to you that you have provided to us or authorized us to collect from third parties. Unless you cancel the account, we may send replacement Cards.

You consent to electronic delivery of your agreement, certificate(s) of insurance, and any applicable loyalty program terms and confirm you have reviewed, saved, or printed them. We reserve the right to provide these documents in paper format.

You agree to be liable for all charges to the account as the basic Cardmember. This includes charges made by a Supplementary Cardmember, who is an authorized user of the account, but is not liable for any charges and is not entering into a credit agreement with us.

You agree that your account will be used to pay for goods or services of merchants. If we permit, it may also be used to write cheques, transfer balances, obtain funds advances or otherwise. See your agreement for greater detail.

You certify that

- all information on the application and all future information you provide will be true and complete,
- you are of the age of majority, and
- you are not bankrupt or insolvent or subject to any similar credit actions.

Your application is subject to approval and legal requirements to identify you using identification methods that we select.

Cancellation Rights

You may cancel your account for any reason within 14 business days after you receive your Card 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 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 by phoning or by writing to us and including your name, Card number and contact information.

Amex Bank of Canada Complaint Handling Procedures

For Amex Bank of Canada's Complaint Handling Procedures, please visit amex.ca/complaints.

Credit Limit Alerts

Unless you opt out, we will alert you by email or SMS when you are within $100 of your credit limit or another amount that you select, as required by law. If you exceed your credit limit in one transaction, you will receive an alert after that.

For current information or questions about the terms and conditions of the agreement please call 1-800-869-3016, 24 hours a day, 7 days a week or visit our website at amex.ca.

Language/Langue (Quebec only/pour le Québec seulement) – If you are a resident of Quebec, by proceeding with the current application in English, you acknowledge that you have had the opportunity to review and use the French version of this application, and should you continue and apply for the Card, the French version of the agreement as well. Unless otherwise indicated on this application, you have requested that this form, related documents and all communications be in English. Si vous résidez au Québec et que vous présentez votre demande en anglais, vous reconnaissez que vous avez pu en lire et auriez pu en utiliser la version française et, si vous poursuivez et demandez la Carte, que vous avez également pu lire et auriez pu utiliser la version française de l'entente. À moins d'indication contraire précisée dans la présente demande, vous demandez que le présent formulaire et tous les documents et communications connexes soient rédigés en anglais.

Rewards

Eligibility for Membership Rewards points ("points") and rewards is subject to the terms and conditions of the Membership Rewards Program.

Points may not be issued or may be deducted if you have a Missed Payment and may only be reinstated if we permit; reinstatements are subject to the fee set out in the information box for each billing period for which we reinstate points.

Points issued through use of a Supplementary Card will only be credited to the Basic Cardmember's program account.

You can earn Membership Rewards points for eligible consumer purchases at American Express retail merchants as follows: Earn 5 points for every $1 at (i) restaurant, quick service restaurant, coffee shop and drinking establishments in Canada, (ii) stand-alone grocery stores in Canada, (iii) delivery of food and groceries in Canada as a primary business, up to a combined maximum of $2,500 in net purchases posted to your account monthly on these categories. Once the maximum is reached, you will no longer earn at 5 points for every $1 regardless of credits, returns and adjustments. Earn 1 point for every $1 thereafter. Calculation resets to zero each year on the Cardmembership anniversary date. Earn 3 points for every $1 on eligible streaming subscriptions at select providers in Canada. The current list of providers is available at americanexpress.ca/streaming. Purchases with merchants that are not on the list or that are on the list but bundled with another product or service or billed by a third party such as a digital platform or a cable, telecommunications or internet provider, or a car manufacturer, are not eligible. Earn 2 points for every $1 at or for (i) stand-alone automobile gasoline stations in Canada, (ii) local commuter transportation in Canada including subway, streetcar, taxi, limousine and ride sharing services. Purchases at merchants where these categories are not their primary business such as general merchandise retailers do not qualify. Merchants are typically assigned codes and categorized based on what they sell. Earn rate of 1 point for every $1 applies when the merchant code is not in an eligible category, using a payment account or service of a third party, a card reader attached to a mobile phone, or online retailer that sells goods of other merchants, or the merchant category is otherwise not identified. Interest charges, annual fees, other fees and cash equivalent transactions are not purchases and do not qualify for Membership Rewards points.

Our address is 2225 Sheppard Avenue East, Suite 100, Toronto, ON M2J 5C2.

The consumer banking regulator is the Financial Consumer Agency of Canada located at 6th Floor, Enterprise Building 427 Laurier Ave. West, Ottawa, ON K1R 1B9. 1-866-461-FCAC (3222) for services in English, 1-866-461-ACFC (2232) for services in French, canada.ca/en/financial-consumer-agency.html.

Commitment

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.

PRIVACY NOTICE

In this Notice, the words “we”, “our” and “us” 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”).

Nature of Information Collected

The Information we collect from time to time may include:

1. Information to identify you such as name, date of birth, contact information, driver’s license or other identification, and your background (for example, occupation) as required by law;
2. Financial Information such as income, assets, payment history and credit worthiness;
3. Information for the provision of products and services (for example, language, travel, lifestyle and other preferences).

We monitor transactions that may be of risk from a credit, fraud or money laundering and terrorist financing perspective.

We may use fully automated processes to help us make certain decisions, including to evaluate certain attributes about you to provide our services. For example, we may use such processes to:

- assess security risks, detect and manage fraud;
- process Card and loan applications; or
- assess credit risks, including to check if you meet our eligibility criteria and decide whether we can issue you a Card or loan or approve a transaction.

These assessments are based on information that we lawfully obtain, such as information that you provided in your application form including your reported income, your payment history with Amex Bank, and information we obtain from third parties, such as credit bureaus. We also look at digital data (such as information about your device, browser, or patterns in your online interactions with Amex Bank) and transaction particulars (such as merchants and whether your Card is present or not) to help us detect fraud. These methods are tested to ensure that they remain fair and effective.

Privacy Code

To obtain more information about our policies and procedures in protecting your privacy, visit our website at americanexpress.ca/privacy.

A copy of our Privacy Code will be included with your Cardmember Agreement.

Our Privacy Code includes additional illustrative descriptions and examples to help you understand the nature of the information we collect and how it relates to many of the purposes in this Notice; how to file a complaint or request access, correction and disposal of your Information held by us; our approach to processing and storage of information outside of Canada or your province; and additional details about your consent rights.

Our Online Privacy Statement describes how we collect, use and disclose Information online including through websites, mobile applications and other online communications and content.

Disclosure, terms and conditions and other information is current as of today's date and is subject to change.