**DISCLOSURE SUMMARY FOR ANY ROGERS BANK BUSINESS CREDIT CARD**

| | |
|---|---|
| **Initial Credit Limit** | Your initial credit limit is disclosed to you in your Welcome Kit. |
| **Annual Interest Rate** | These interest rates are in effect when the Account is activated.<br>Standard rate on Purchases and Fees: **21.99%**<br>Standard rate on Cash Advances, Cash-like Transactions and Balance Transfers: **22.99%**<br><br>If you are not approved for an Account at the above rates and you reside outside Quebec, we may still issue you an Account at our alternate interest rates, as follows:<br>Rate for Purchases and Fees: **25.99%**<br>Rate for Cash Advances, Cash-like Transactions and Balance Transfers: **27.99%**<br><br>If your Account is opened with standard rates, your interest rates may, *at our sole discretion*, increase to the rate of **25.99%** for Purchases and Fees and **27.99%** for Cash Advances, Cash-like Transactions and Balance Transfers on the next Statement if you do not make the Required Payment by the due date any **2** times in a **12-**month period. Required Payment means any past due amounts shown on a Statement plus the greater of: (a) **$10.00** PLUS current interest (excluding interest on Equal Payment Plans) and any other Fees; OR (b) **2%** of your Statement Balance, excluding any Equal Payment Plan balance (or **5%** of your Statement Balance, excluding any Equal Payment Plan balance, if you are resident in Quebec). |
| **Interest-Free Grace Period** | The payment due date shown on your Statement will be a minimum of **21** days from the last day of the Statement period. This period of time is referred to as an interest-free grace period. This means that interest will not be charged on Purchases (excluding any new Purchases converted to an Equal Payment Plan) and Fees if you pay the full Amount Due (or for Purchases that have been converted to an Equal Payment Plan during that Statement period, if you pay the full outstanding Balance) by the payment due date shown on your Statement.<br><br>There is no interest-free grace period for Cash Advances, Cash-like Transactions or Balance Transfers, and interest is charged from the date such Transactions occur. |
| **Determination of Interest** | If interest is charged, it is calculated on your daily average balance and charged monthly to the Account on the last day of your billing cycle, except for interest on Equal Payment Plan balances which is calculated and charged as set out in the Equal Payment Plan Terms and Conditions. |
| **Minimum Payment** | The minimum payment shown on each Statement will be the sum of (i) any past due amounts, (ii) any balance over your credit limit, and (iii) any Equal Payment Plan payments (including interest) due on that Statement PLUS the greater of:<br>(a) **$10.00** PLUS current interest (excluding interest on Equal Payment Plans) and any other Fees (detailed in **"OTHER FEES"** section); OR<br>(b) **2%** of your Statement Balance, excluding any Equal Payment Plan balance (or **5%** of your Statement Balance, excluding any Equal Payment Plan balance, if you are resident in Quebec).<br>For all Cardholders, Statement Balances under **$10.00** are due in full by the payment due date. |
| **Foreign Currency Conversion** | All Transactions made in a foreign currency are converted to Canadian dollars at the rate established by Mastercard International in effect on or after the date of the Transaction and no later than the date the Transaction is posted to the Account (which may not be the same date as the date of the Transaction) plus an amount equal to **2.5%** of the Transaction amount after it has been converted to Canadian dollars. |
| **Annual Fees** | **$0.00** |

| **Other Fees** | To be charged on the day the Transaction or event occurs, unless otherwise specified.<br><br>Over Limit Fee: **$29.00** when the outstanding Balance exceeds your credit limit; fee is charged only **1** time per Statement period. This fee is not applicable to residents of Quebec.<br>Cash Advance Fee: **$5.00** each time you obtain a Cash Advance at a financial institution or automated banking machine located inside or outside Canada, and each time you conduct a Cash-like Transaction.<br>Statement and Transaction Reprint Fee: **$5.00** for an additional copy of a Statement or to reprint a Transaction record. There is no fee for a Transaction reprint for residents of Quebec.<br>Credit Balance Refund Fee: **$20.00** for manual cheque requests only.<br>Fee for Balance Transfers: **3%** of the amount of each Balance Transfer that we may offer to you at a promotional interest rate which is an interest rate that is lower than the regular annual interest rate for Balance Transfers on the Account. We may waive or lower this **3%** fee at the time the promotional interest rate offer is made to you. You will be advised of the exact fee that applies at the time the offer is made. This fee will be charged on the day that the Balance Transfer is posted to the Account.<br>Fee for Equal Payment Plans: **3%** of the amount of each Purchase that you have converted to an Equal Payment Plan that we may offer to you at a promotional interest rate which is an interest rate that is lower than the regular annual interest rate for Purchases on the Account. We may waive or lower this **3%** fee at the time the promotional interest rate offer is made to you. You will be advised of the exact fee that applies at the time the offer is made. This fee is not applicable to residents of Quebec.<br>Inactive Account Fee: If, on the last day of the Statement period shown on a Statement, there is a credit balance on the Account and there has been no activity on the Account (meaning no debits, credits, interest or fees) for the preceding **12** consecutive months, the Account will be charged a fee equal to the lesser of **$10.00** and the amount of the credit balance. |
|---|---|

# INITIAL DISCLOSURE STATEMENT

**Credit Limit:** As set out in the Disclosure Summary for any Rogers Bank Business Credit Card.

**Annual Interest Rate:** See Disclosure Summary for any Rogers Bank Business Credit Card for the interest rates applicable to Purchases, Fees, Cash Advances, Cash-like Transactions and Balance Transfers.

**Interest-Free Grace Period:** The payment due date shown on your Statement will be a minimum of **21** days from the last day of the Statement period. This period of time is referred to as an interest-free grace period. This means that interest will not be charged on Purchases (excluding any new Purchases converted to an Equal Payment Plan) and Fees if you pay the full Amount Due (or for Purchases that have been converted to an Equal Payment Plan during that Statement period, if you pay the full outstanding Balance) by the payment due date shown on your Statement.

There is no interest-free grace period for Cash Advances, Cash-like Transactions or Balance Transfers, and interest is charged from the date such Transactions occur.

**Determination of Interest:** If interest is charged, it is calculated on your daily average balance and charged monthly to the Account on the last day of your billing cycle, except for interest on Equal Payment Plan balances which is calculated and charged as set out in the Equal Payment Plan Terms and Conditions. See your Cardholder Agreement for more information on how we calculate interest.

**Non-interest Charges:** See Disclosure Summary for the amount of the mark-up for foreign currency conversions and the amounts of fees for: Cash Advance Transactions, overlimit, Cash-like Transactions, dishonoured payments, copy of Statement or a Transaction reprint, credit balance refunds by cheque, Balance Transfers, Equal Payment Plans and inactive Account. Fees will be charged on the day the Transaction or event occurs, unless otherwise specified.

**Default Charges:** If you are in default, we may require you, unless you are a resident of Quebec, to pay all legal expenses (including the fees of our internal legal counsel) that we reasonably incur to collect or attempt to collect the amount that you owe to us.

**Minimum Payment:** The minimum payment shown on each Statement will be the sum of: (i) any past due amounts, (ii) any balance over your credit limit, and (iii) any Equal Payment Plan payments (including interest) due on that Statement PLUS the greater of: (a) **$10.00** PLUS current interest (excluding interest on Equal Payment Plans) and any other Fees (detailed in the "Other Fees" section of the Disclosure Summary for any Rogers Bank Business Credit Card); OR (b) **2%** of your Statement Balance, excluding any Equal Payment Plan balance (or **5%** of your Statement Balance, excluding any Equal Payment Plan balance, if you are resident in Quebec). For all Cardholders, Statement Balances under **$10.00** are due in full by the payment due date.

**Account Statements:** Statements will be provided monthly for each billing period during which there are any Transactions or a balance owing on the Account, or as otherwise provided in the Rogers Bank Business Cardholder Agreement.

**Optional Services:** Information about any optional services that you accept in relation to your Rogers Bank Business Cardholder Agreement will be provided to you separately before the service is provided.

**Toll-Free Number:** To get information about your Account or to report a lost or stolen Card, you may contact us **24/7**, toll free at 1 833 366-7404 (or collect at 1 705 522-7412 if you are outside Canada and the U.S.).

**The information in this Initial Disclosure Statement and the Disclosure Summary for any Rogers Bank Business Credit Card were correct at the time of publication and are subject to change by Rogers Bank in accordance with the Rogers Bank Business Cardholder Agreement.**

# INFORMATION ABOUT COMPLAINTS

We value your business and are here to help you. If you have a complaint, please contact our Customer Service team by telephone or regular mail as follows:

Tel: 1 833 366-7404 (or collect at 1 705 522-7412 if you are outside Canada and the U.S.)

Mail: Rogers Bank
PO Box 57130
RPO Jackson Square Hamilton, ON
L8P 4W9
Attention: Customer Service

If our Customer Service team is unable to resolve your complaint within **14** days from the date we received your complaint, it will be automatically escalated to our Management Office, or you can request that your complaint be escalated to the Management Office if you are dissatisfied with the response of our Customer Service team. You will receive a response from a member of our Management Office once we have researched your case.

Our goal is to resolve your complaint within **56** days of the date your complaint was received. If we are unable to resolve your complaint internally within this period, we will inform you of the potential delay and the reasons for the delay.

## Financial Consumer Agency of Canada (FCAC)

The Financial Consumer Agency of Canada supervises all federally regulated financial institutions, which includes banks, (financial institutions), for compliance with federal consumer protection laws.

Financial institutions are legally required to have a complaint-handling process in place.
If you have a problem with a financial product or service, you may file a complaint with the responsible financial institution directly.

If you are not satisfied with how your complaint has been handled or **56** days has passed since you made your complaint, you can escalate the complaint to the following External Complaints Body:

Ombudsman for Banking Services and Investments (OBSI)
Toll-free Telephone: 1 888 451-4519
TTY Telephone: 1 844 358-3442
GTA Telephone: 416 287-2877
Toll-free Fax: 1 888 422-2865
GTA Fax: 416 225-4722
Email: ombudsman@obsi.ca

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

If you want to know your rights or need information about the complaint-handling process of a financial institution, you may contact FCAC by online form, mail, or telephone. FCAC uses information from consumer enquiries to support its mandate.

**Web site:** www.canada.ca/fcac

**Online form:** https://www.canada.ca/en/financial-consumer-agency/corporate/contact-us.html

**Phone:**

For service in English: 1-866-461-FCAC (3222)
For service in French: 1-866-461-ACFC (2232)
For calls from outside Canada: 613-960-4666
**Teletypewriter (TTY):** 1-866-914-6097 / 613-947-7771

**Video Relay Service:** FCAC welcomes Video Relay Service (VRS) calls. You do not need to authorize the relay service operator to communicate with FCAC. Visit https://srvcanadavrs.ca/en/ to learn more.

**Mailing address:**
Financial Consumer Agency of Canada
427 Laurier Avenue West, 5th Floor
Ottawa ON K1R 7Y2